



U.S. Department of Transportation  
National Highway Traffic Safety Administration

Auto Safety Hotline

# Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8393  
DC METRO AREA (202) 366-0123  
INTERNET: <http://www.nhtsa.dot.gov>

Use a No. 2 pencil or a blue or black ink pen only.  
CORRECT MARK: ●

### FOR AGENCY USE ONLY

Date Received <b>7-13-00</b>	Od-or _____
Reference No.	rt-dl _____
	od-rt _____
	up-lr _____

### OWNER INFORMATION (Type or Print)

DAYTIME TELEPHONE NUMBER

### VEHICLE INFORMATION

VEHICLE IDENT. NO. (VIN) (located at bottom of windshield on driver's side) <b>2WKEDD5J2XK9S9239</b>	VEHICLE MAKE <b>WESTERN STAR</b>	VEHICLE MODEL <b>4964EX</b>	MANUFACTURE DATE	MODEL YEAR <b>1999</b>
VEHICLE MANUFACTURER <input type="radio"/> BMW <input type="radio"/> Ford <input type="radio"/> Honda <input type="radio"/> Nissan <input type="radio"/> Subaru <input type="radio"/> Volvo <input type="radio"/> Daimler/Chrysler <input type="radio"/> General Motors <input type="radio"/> Hyundai <input type="radio"/> Saab <input type="radio"/> Toyota <input type="radio"/> VW <input checked="" type="radio"/> Other <b>WESTERN STAR TRUCKS</b>				<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7 <input type="radio"/> 8 <input type="radio"/> 9 <input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7 <input type="radio"/> 8 <input type="radio"/> 9 <input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 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Narrative description of incident(s), failure(s), crash(es), location(s), and injury(ies). Include additional accidents if applicable.

DUAL SEE ATTACHED SHEET.  
THIS VEHICLE HAD A PROBLEM ON I-25-00  
WHEN THE SAME BRIDGE ROLLED OUT  
SEE ATTACHED PAPER WORK.  
WESTERN STATE TRUCKS DO NOT  
SEEM TO THINK THAT THIS COULD  
INFECT BE A PROBLEM WITH THIS  
MODEL OF TRUCK HAVE TRIED TO  
GET BOTH THEM AND THE DOUBLE  
INVOLVED BUT OTHER ATTITUDE  
TOWARDS SEEMING IF THERE IS A  
PROBLEM  
THE FACT THAT THEY ARE MORE  
CONCERNED IN SAVING THEMSELVES  
500 DOLLARS THE COST OF THE BELT  
AND TOWING AND HIDING BEHIND THERE  
WARRANTY, RATHER THAN LOOK AT  
THIS PROBLEM IS BEYOND BELIEF  
SEE ATTACHED WESTERN STATE LETTER

Continue on additional page if necessary.  
Describe any additional incidents. (Include date and mileage)  
The Privacy Act of 1974—Public Law 93-502 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 responses, or a statistical summary thereof, may be used in support of the agency's action.  
Mark Reply by NCG EN-225205-125-621 HFR06 Printed in U.S.A.  
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HS Form 356 (Rev. 8/99)

# VEHICLE OWNER'S QUESTIONNAIRE (VOQ)



## DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

## DASH 2 DOT

and dial toll free at

## 1-888-DASH-2-DOT

1-888-327-4236  
DOT Auto Safety Hotline  
(DASH) 2 DOT



U.S. Department of Transportation  
National Highway Traffic Safety  
Administration

[www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

Complete and return or place in your car manual for future use



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL 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  
Office of Defects Investigation, NSA-10.1  
400 7th Street, SW  
Washington, DC 20590

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

ORIGINAL

GEORGE LOGAN TOWING INC.  
P.O. BOX 7441 RT.130 NORTH BRUNSWICK,NJ 08902 PHONE# 908-297-0391

\*\*\*\*\*

VEHICLE INSPECTION REPORT OF ITEMS TO BE INSPECTED (LISTED)

(STRAIGHT, TRACTOR, DUMP TRUCK) SPECIFY: TRACTOR  
(SINGLE AXLE, TANDEM AXLE, TRI-AXLE) SPECIFY: TANDEM  
(LONG NOSE, SET BACK AXLE, CAB/OVER) SPECIFY: CONDO SLEEPER  
(COLOR OF UNIT) SPECIFY: GREEN/WHITE TRAILER  
(ENGINE, TRANS., REARS) SPECIFY: 500 CUMMINS / 13 SPEED  
(DAMAGED AREA) SPECIFY: FRONT BUMPER

BRAKE INSPECTION SLACK ADJUSTOR MEASURED TRAVEL

L/F STEERING AXLE  
R/F STEERING AXLE  
L/F TANDEM  
R/F TANDEM  
L/R TANDEM  
R/R TANDEM

TRAILER BRAKES (SINGLE AXLE, TANDEM AXLE, TRI-AXLE) SPECIFY:

L/F AXLE  
R/F AXLE  
L/R AXLE  
R/R AXLE

BANDING PLATES WERE REMOVED ON THE FOLLOWING WHEELS:

CONCLUSION ON THE FINDINGS OF THE VEHICLE INSPECTED

THE FACTS ARE AS FOLLOWS: DRIVER WAS CORRECT. BRAKE APPLICATION AIR LINE POPPED OUT OF CONNECTION. THE TRACTOR WOULD HAVE NO BRAKING. THE TRAILER WAS EMPTY, SO IT JUST SKIDDED ALONG. MINOR DAMAGE ONLY OCCURRED, PROVING THE DRIVER WAS TRAVELING IN A SAFE MANNER, OTHERWISE THIS WOULD HAVE BEEN A MAJOR CRASH.

THIS IS A NEW TYPE FITTING, WHERE AS THE AIR LINE IS JUST INSERTED (PUSHED IN). SEVERAL OTHER CONNECTIONS SHOWED SIGNS OF LOOSENESS. DRIVER HAD TROUBLE ONCE BEFORE AND POINTED OUT TO HOME DEALER.

RARITAN RIVER GARAGE MADE PROPER REPAIR WITH OLD STYLE AIR FITTING. COPY OF THEIR INVOICE A34997 ATTACHED.

SIGNATURE OF INSPECTOR:

*George Logan*

GEORGE LOGAN TOWING INC  
P.O. BOX 7441 RT.130 NORTH BRUNSWICK,NJ 08902 PHONE# 908-297-0391

\*\*\*\*\*

VEHICLE INSPECTION REPORT

REQUESTING POLICE DEPT: MANALAPAN TWP POLICE  
REQUESTING POLICE OFFICER(S): PTL. K. DOBBIN  
DAY OF REQUEST: 3/30/2000  
DAY OF INSPECTION: 3/31/2000  
INSPECTION PERFORMED BY: GEORGE LOGAN III  
\*\*\*\*\*

VEHICLE MAKE: WESTERN STAR  
VEHICLE MODEL:  
VEHICLE YEAR: 1999  
VEHICLE LIS.#: HVK774 ORE / P15211 ILL.  
VEHICLE SERIAL#: XK959239  
VEHICLE CO.#: 3045  
SPEEDOMETER READING: 161849  
HUBOMETER READING:  
TIRE MAKE:  
TIRE SIZE: 285/75R24.5

OWNER OF VEHICLE:  
ADDRESS:  
COMPANY OPERATING VEHICLE:  
ADDRESS:  
DRIVER OF VEHICLE:  
ADDRESS:



TRAILER MAKE: GREAT DANE  
TRAILER MODEL: 5911TJWN53  
TRAILER YEAR: 1/93  
TRAILER LIS.#:  
TRAILER SERIAL#: 1GPAA062SPB155402  
TRAILER CO.#: 13011  
HUBOMETER READING:  
TIRE MAKE:  
TIRE SIZE: 295/75R22.5

OWNER OF TRAILER:  
ADDRESS:  
OPERATOR OF TRAILER:  
ADDRESS:



REASON FOR VEHICLE BEING INSPECTED: MVA / DRIVER STATED AIR  
REASON FOR VEHICLE BEING TOWED: LINE OFF/NO TRACTOR BRAKES  
LOCATION VEHICLE WAS TOWED FROM: RT.9 SOUTH OF TAYLOR MILLS



Nestlé USA - Transportation

# Driver's Report of Vehicle Accident

SAFETY DEPARTMENT USE ONLY					
DOT Reportable Yes <input type="checkbox"/> No <input type="checkbox"/>	Insurance Claim Number	Insurance Claim Representative		Accident Preventable	YES <input type="checkbox"/> NO <input type="checkbox"/> PENDING <input type="checkbox"/>
Post Accident Drug and Breath Alcohol Test Required Yes <input type="checkbox"/> No <input type="checkbox"/>	Charge Owner for Damages to:	Trailer <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>	Cargo <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>	Subrogation <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>	Subrogation Representative

## NESTLÉ DRIVER/VEHICLE INFORMATION (V1)

Driver Name

Nestlé Accident File Number

[Redacted Driver Information]					
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## ACCIDENT LOCATION

Name and Address Accident Occurred <i>MS Rt 9 Southbound at Taylors Mills Rd</i>	City <i>Mandalapan Twp.</i>	State <i>NJ</i>	Zip
Date of Accident Month <i>3</i> Day <i>30</i> Year <i>2000</i>	SMTWTFS <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Time (Central Standard Time) <i>13:22</i> <input type="checkbox"/> A.M. <input checked="" type="checkbox"/> P.M.	

Detail Description of Accident: *Stopping traffic ahead started & then stopped again -- vehicle in front stopped faster. Swerved, after realizing was not stopping fast enough. Saw smoke from trailer tires. After police left, discovered no tractor brakes - fitting on air line for tractor brakes missing. [Called for repair. Called police to report]*

## WITNESS INFORMATION

Witness Name <i>N/A</i>	Address, City, State, Zip <i>N/A</i>	Phone# <input type="checkbox"/> Home <input type="checkbox"/> Business
Where Was Witness at time of Accident: <i>N/A</i>	Relationship of Witness to Parties Involved	

## AUTHORITY INFORMATION

Was a police report made? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Department <i>Mandalapan Twp</i>	Officer's Name and Badge # <i>K. Debbin</i>	Phone #
Report #	Was a Citation issued to V1? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Type of citation issued: <i>N/A</i>	Was a Citation issued to V2? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Type of citation issued: <i>N/A</i>	

## OTHER VEHICLE INFORMATION (V2)

Year <i>'97</i>	Make/Model <i>Acura</i>	Color <i>lt. Gold</i>	V.I.N. # <i>Z 19UYA1253VL 22452</i>	Plate# <i>FZL-109</i>	State <i>NJ</i>	Phone # <input type="checkbox"/> Home
Describe Damage to Vehicle <i>R. taillight &amp; RR quarter panel</i>			Vehicle Driven Yes <input type="checkbox"/> No <input type="checkbox"/>	Damage to Vehicle \$ <i>&lt; 500.00</i>		
Name of Insurance Company/Address <i>State Farm Ins. Co</i>		Phone#	Agent's Name	Policy #	Claim #	

Notes:

Manalapan Township Police

(732) 446-4300

St. Hwy 522 & Taylor Mills Rd

Manalapan, NJ 07726

Incident # 2000-4066

3/30/2000 ≈ 14:22

Officer: K. Dobbin

After accident reporting to police, pulled into traffic, to traffic light & realized brake problem. Tried to signal police men to follow me to side of road, but he passed me, going on his way.

Telephoned Nestle, Iain Duncan (truck owner) & commenced to call for repairs; Western Star dealer, Tom's River [no road service]; a local repair garage the dealer recommend; another repair facility, closer (Freehold) which was closed; then another [closed] recommend by the Tom's River shop who referred me to another local shop - which accepted service call.

Don DeHart / "Emergency Mobile" responded - would not be able to get fitting until next morning.

While waiting... realized loss of tractor brakes should be noted on police report, so I called them, & their response was to dispatch another officer, who arrived as the repairman was about to leave, to return the following morning. The officer according to procedure, would require a "certified" inspection, which would then be attached to the police report; but the on-scene repairman would not be able to provide an acceptable ie. "Certified" report of the equipment failure, so the decision was made, in the interest of [public] safety to have the vehicle towed & the inspection performed, to properly address the situation & its attendant ramifications.

Contributing to the possible seriousness of this... situation... was the fact that this very same line (tractor brake application line) had "popped" out once before, resulting in loss of tractor brakes, necessitating trailer brake hand-valve use to move to the dealer where the truck was purchased.

- Opinion - I sensed the dealer's attitude toward my complaint was summarily dismissed, as the hose had been re-inserted, & approved to operate satisfactorily... until now, with this incident!

**Gulick Truck Parts & Service, Inc.**  
 Parts & Service (219) 495-3222  
 P.O. BOX F  
 FREMONT, INDIANA 46737

INVOICE DATE 01/26/2000	PAGE 1
INVOICE NO. 1200260133	BRANCH #12
CUSTOMER NO. 07910	



SHIP TO

CUSTOMER NO. 001496 (800) 279-4479 SR 000/000  
 COMPLETION DATE: 01/26/2000

UNIT: 2045 YEAR: 1999 MAKE/MODEL: WESTERN STAR  
 SERIAL: 959239 MILEAGE: 133988.3

JOB#01 00 099 62 MISC. TRUCK REPAIRS  
 01 (N) - WARRANTY REC (WESTERN STAR)  
 CHECK/REPAIR LOOSE HOSE ON FIREWALL FOR TRETTE VALVE,  
 IT CAME OUT AND CUSTOMER RE-INSTALLED IT, BUT IT STILL  
 LEAKS. RE-INSTALLED HOSE CORRECTLY AND RE-CHECKED FOR  
 LEAKAGE, FOUND NONE.

*1-25-00  
 REPAIRS COMPLETED  
 OUT 1-25-00.*

PARTS SUBTOTAL 0.00  
 LABOR SUBTOTAL 19.34  
 SHOP SUPPLIES/ENVIRON DISP (Non-Bill) 1.40  
 \*\* JOB SUBTOTAL 0.00

UBMITTING FOR WARRANTY  
 JOB#02 00 099 62 MISC. TRUCK REPAIRS  
 CHECK/REPAIR RIGHT FENDER FLAP, TORN, REPLACED FENDER

MUD FLAP \$21.00 13.34EA 13.34\*  
 PARTS SUBTOTAL 13.34  
 LABOR SUBTOTAL 23.22  
 SHOP SUPPLIES/ENVIRON DISP 1.74  
 \*\* JOB SUBTOTAL 38.30

JOB#03 00 099 62 MISC. TRUCK REPAIRS  
 MUD FLAP SHIELD, CRACKED, CHECKED AND VERIFIED

FREIGHT	TAXABLE SUB TOTAL	TAX STATUS/STATE	SALES TAX	PLEASE PAY *CONTINUED*
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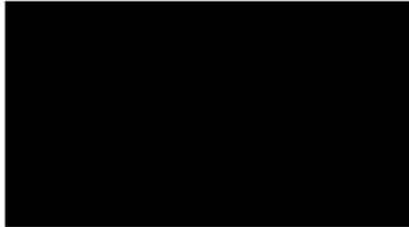
\*The Factory Warranty conditions all of the warranties with respect to the sale of this merchandise. The Seller hereby expressly disclaims all warranties, either express or implied, including any limited warranty of merchantability or fitness for a particular purpose, and the Seller neither assumes nor authorizes any other person to assume or imply liability in connection with the sale of this merchandise.

CUSTOMER SIGNATURE NET 10% PROX. NO REFUND WITHOUT THIS INVOICE. 2% PER MONTH SERVICE CHARGE ON PAST DUE ACCOUNTS. 20% RESTRICTION CHARGE ON RETURNED MERCHANDISE. NO REFUND ON ELECTRICAL PARTS.





June 13, 2000



2  
PURDUE  
PART  
HALL  
-3000

Re: 1999 Western Star 4964EX; Serial no. 959239

Further to the last several phone conversations we have had, I did receive your package of reports and letters concerning the accident that this truck was involved in. After reviewing this information carefully, I made an attempt to acquire the part you claim failed from the Towing Co. and /or the repair facility in New Jersey. Unfortunately neither company retained the part and admitted that they disposed of it in the trash.

The type of part used is a "Push to connect fitting" which has an outstanding record of service with minimal failures. It is vital that we have the part for inspection in order for Western Star and the part supplier analyze it and determine if the part failed or was it damaged in the accident. Unfortunately we cannot do this as the part has been destroyed.

As per our conversation of Monday 6-12-00, I explained to you that Gulicks Truck Service, had repaired a leaking air line at the air manifold. They advised that they removed the leaky hose from the part and trimmed the end so that it had a clean proper cut and reinstalled it. Then the part was leak tested and no problems were found. Gulick Truck Service did charge Western Star Warranty for this repair on Jan. 31, 2000. The charge was \$21.00. At that time Gulicks felt that they had completed the job properly.

Western Star Trucks believes it has fulfilled its warranty obligation for your vehicle and is not responsible for the costs of repair and towing you have claimed. All repairs normally covered as stated in the warranty coverage after one year are the owner's responsibility as they are maintenance items.

Respectfully

Tom Hotham  
RFSM Great Lakes Region  
Western Star Trucks

cc: Irv Gulick  
cc: Bob Johnston

2076 Enterprise Way  
Kelowna, British Columbia  
Canada V1Y 6H8  
Tel: (604) 860-3319  
Fax: (604) 860-1252

For the attention of Mr Tom Hotham  
-----

Dear Sir,

Having just arrived home after several weeks on the road and opening your letter of 13th June, I would refer you to your comments about the accident

I would point out that there would not have been an accident at all if the part had not failed causing the truck to have no tractor breaks, there is nothing for your people to analyze the part clearly failed as per the police report also the D.O.T. inspection order by the police clearly states, and to state as you have the part could have been damaged in the accident is to say these people do not know what they are talking about.

I am beginning to think that your company and Gulicks don't seem to care that the point I am trying to make, even though this part failed not once but twice causing this vehicle to have an accident both yourselves and Gulicks don't even give a damn that someone could have been seriously hurt in this accident, and as per my telephone call to you where we discussed the problem I was having with Gulicks' shop manager you told me to accept that there was a clash of personality I find that statement really strange.

I am not satisfied with your statements and I am going to complain to the N.H.T.S.A. and file a complaint with them with regards to the accident and if it means spinning my wheels as you stated so be it.

Finally I think that for someone to have bought seven of your tractors six from Gulicks and to be treated in this manner is deplorable.

I will point out that I will not be buying any more Western Stars.

YOURS FAITHFULLY  


cc; Irv Gulick  
cc; Bob Johnston  
cc; Hamilton Sherman & White.