



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>8-11-00</b>	Officer _____ Officer _____ Officer _____ Officer _____
Reference No.	

### OWNER INFORMATION (Type or Print)

### DAYTIME TELEPHONE NUMBER

NAME _____	ZIP CODE + 4 ① ① ① ① ① ① ① ①	AREA CODE ① ① ① ① ① ① ① ①
STREET NO. _____ API NO. _____	② ② ② ② ② ② ② ②	② ② ② ② ② ② ② ②
CITY _____ STATE _____	③ ③ ③ ③ ③ ③ ③ ③	③ ③ ③ ③ ③ ③ ③ ③
ENTER ZIP CODE _____	④ ④ ④ ④ ④ ④ ④ ④	④ ④ ④ ④ ④ ④ ④ ④
	⑤ ⑤ ⑤ ⑤ ⑤ ⑤ ⑤ ⑤	⑤ ⑤ ⑤ ⑤ ⑤ ⑤ ⑤ ⑤
	⑥ ⑥ ⑥ ⑥ ⑥ ⑥ ⑥ ⑥	⑥ ⑥ ⑥ ⑥ ⑥ ⑥ ⑥ ⑥
	⑦ ⑦ ⑦ ⑦ ⑦ ⑦ ⑦ ⑦	⑦ ⑦ ⑦ ⑦ ⑦ ⑦ ⑦ ⑦
	⑧ ⑧ ⑧ ⑧ ⑧ ⑧ ⑧ ⑧	⑧ ⑧ ⑧ ⑧ ⑧ ⑧ ⑧ ⑧
	⑨ ⑨ ⑨ ⑨ ⑨ ⑨ ⑨ ⑨	⑨ ⑨ ⑨ ⑨ ⑨ ⑨ ⑨ ⑨

Do you authorize NHTSA to provide a copy of this 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) (Reported at bottom of windshield on driver's side) <b>1FCHE29YXSHA5B291</b>	VEHICLE MAKE <b>Ford</b>	VEHICLE MODEL <b>Cargo Van</b>	MANUFACTURE DATE ____	MODEL YEAR <b>1995</b>
VEHICLE MANUFACTURER <input type="radio"/> BMW <input checked="" type="radio"/> Ford <input type="radio"/> Honda <input type="radio"/> Nissan <input type="radio"/> Subaru <input type="radio"/> Volvo <input type="radio"/> Other _____ <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				
PURCHASE DATE <input type="radio"/> New <input type="radio"/> Used	DEALER'S NAME _____	CITY _____	STATE _____	ZIP CODE _____
ENGINE SIZE (CID/CC/L) <b>300</b>	FUEL SYSTEM <input type="radio"/> Turbo <input type="radio"/> Fuel Injection	FUEL TYPE <input type="radio"/> Diesel <input checked="" type="radio"/> Gas	TRANSMISSION TYPE <input type="radio"/> Manual <input checked="" type="radio"/> Automatic	ANTILOCK BRAKES <b>Rear Only</b> <input checked="" type="radio"/> Yes <input type="radio"/> No
NO. CYLINDERS <b>6</b>	RESTRAINT SYSTEM <input type="radio"/> Driverside Airbag <input type="radio"/> 2-Point Belt <input type="radio"/> Passengerside Airbag <input type="radio"/> Motorbelt <input checked="" type="radio"/> 3-Point Belt		CRUISE CONTROL <input type="radio"/> Yes <input checked="" type="radio"/> No	
DRIVETRAIN <input type="radio"/> Front <input checked="" type="radio"/> Rear	VEHICLE TYPE <input type="radio"/> Car <input type="radio"/> Minivan <input type="radio"/> Truck <input type="radio"/> Van <input type="radio"/> Sport Utility <input type="radio"/> Motorcycle		DOORS <input type="radio"/> 2-Door <input type="radio"/> 4-Door	BODY STYLE <input type="radio"/> Hatchback <input type="radio"/> Sedan <input type="radio"/> Pick Up Truck <input type="radio"/> Stationwagon

### FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT <input type="radio"/> Child Seat <input type="radio"/> Electrical Lights & Alarms <input type="radio"/> Engine & Cooling System <input type="radio"/> Equipment <input type="radio"/> Fuel System/Exhaust <input type="radio"/> Heater, Defrost, Ventilation <input type="radio"/> Interior <input type="radio"/> Parking Brake <input type="radio"/> Power Train <input type="radio"/> Service Brakes <input type="radio"/> Steering <input type="radio"/> Structure <input type="radio"/> Suspension <input type="radio"/> Visual Systems <input checked="" type="radio"/> Other <b>Brake System</b>	NO. OF FAILURES ① ① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨	To report defective or failed tires provide the following: Tire Brand, Tire Name, Tire Size (include all number and letters).	
	INCIDENT DATE <b>12-17-98</b>	TIRE NAME	COMPLETE TIRE SIZE
	MILEAGE AT INCIDENT	TIRE BRAND <input type="radio"/> BF Goodrich <input type="radio"/> Cooper <input type="radio"/> Firestone <input type="radio"/> Goodyear <input type="radio"/> Kelly Springfield <input type="radio"/> Michelin <input type="radio"/> Yokohama <input type="radio"/> Other _____	
	VEHICLE SPEED AT INCIDENT <b>15-20 mph</b>	FAILED PART(S) <input checked="" type="radio"/> Original <input type="radio"/> Replacement	
HANDICAPPED ADAPTIVE <input type="radio"/> Yes <input type="radio"/> No	FAILED PART(S) AVAILABLE? <input type="radio"/> Yes <input type="radio"/> No	NHTSA PREVIOUSLY CONTACTED? <input type="radio"/> Yes <input checked="" type="radio"/> No	

### APPLICABLE INCIDENT INFORMATION

Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form.	CRASH <input checked="" type="radio"/> Yes <input type="radio"/> No	NUMBER OF PERSONS INJURED ① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨	CAUSE OF INCIDENT <input type="radio"/> Wear/Comaded/Pvs: <input type="radio"/> Weak/Poor Fit/Loose <input type="radio"/> Cut/Torn <input type="radio"/> Disconnect/Fel Off <input type="radio"/> Erratic/Poor Performance <input type="radio"/> Excessive Effort <input type="radio"/> Nasty <input type="radio"/> Laska <input type="radio"/> Short <input checked="" type="radio"/> Locks/Sticks/Grabs <input type="radio"/> Stability/Vibration <input type="radio"/> Broken	RESULT OF INCIDENT <input type="radio"/> Explosion/Fire <input checked="" type="radio"/> Loss of Control <input type="radio"/> Poor Visibility <input type="radio"/> Inadvertent Start <input type="radio"/> Rollover <input type="radio"/> Stalls <input type="radio"/> Sudden Acceleration
	FIRE <input type="radio"/> Yes <input type="radio"/> No	NUMBER OF FATALITIES ① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨		

PLEASE DO NOT WRITE IN THIS AREA



05374

Narrative description of incident(s), failure(s), crash(es), location(s), and injury(ies). Include additional accidents if applicable.

The above truck and other like them have an anti-lock brake system on rear only. When you apply brakes the front tires lock up making it uncontrollable. This has happened many times for many different drivers. Letters to Sagent that are enclosed. My accident left me with two broken knee caps, 1 leg broken, 1 elbow broken, and a collapsed lung. ABS will not take me back to work in any position.

Describe any additional incidents. (Include date and mileage)

The Privacy Act of 1974—Public Law 93-502: The information is requested pursuant to authority vested in the National Highway Traffic Safety Administration. 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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**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-10.01  
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

ATT. [Redacted]  
Office of Defects.

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



**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)

March 23, 1999

*Copy*

**P32 AN UNSAFE VEHICLE**

**Management**

In the past three weeks we have experienced some of the worst driving conditions in years, many of our drivers have expressed concern to Danny Burk and myself. Some of the experiences while driving the P-32 include bad traction, bad breaking, and sliding uncontrollably.

Two drivers have informed me that after they had tried everything possible to stop the P32, they actually had to get out of a moving package car for fear of their life. The vehicle finally stopped just a few feet away from tumbling down an hillside.

The P32 does not track properly and braking is inadequate especially for the Elkins area slick and rugged terrain. I pray that you will take this warning seriously before loss of life or permanent injury occurs. Our drivers are the ones who operate these vehicles in all types of weather and terrain. We have received reports that Ford Motor Company has stated that these are safe vehicles, but I would like to ask them if they have tested these vehicles in conditions such as we experience here in Elkins.

We see our competitors in this area in four wheel drive vans which are appropriate for this area, and we wonder why UPS (a much larger and profitable company) feels the P32 is a better vehicle. Several drivers have commented that they do not feel safe in the P32 as compared to the Econolines.

Recently while attending a safety committee conference call held in the Elkins center, I hear the following comment: Our drivers are our greatest assets. They are the ones out there delivering and getting us new business. If this is true, then someone needs to look into this problem with the P32—immediately!



December 07, 1999

Since the P-32 trucks have been in our UPS center, the drivers have had problems with controlling the front end of their vehicles when braking. We have asked for snow tires to be mounted on the front axle or any other modifications to prevent the front end of the vehicle from sliding uncontrollably; however, it seems no one has acted upon these requests. By accident we found, depressing the emergency brake a few notches, would allow us to steer the vehicle.

Last December, one of this center's drivers received multiple fractures and injuries due to the front brake locking causing the vehicle to become uncontrollable. We have discussed this problem at various safety meetings and management has told us we can exchange these P-32 trucks for P-500 trucks to see if we like them.

Employees in other West Virginia Centers and other states are having the same problem as we are.

The P-32 truck is an excellent delivery truck; except for this one major safety flaw. It is our opinion that this problem could be corrected without costing the center millions of dollars. Correcting this flaw would be the biggest safety improvement in UPS history for the smallest amount of money spent. We need help!

