



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

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
**To Report Vehicle Safety Defects**  
**1-888-DASH-2-DOT**  
**(1-888-327-4236)**  
**INTERNET: www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 100148

Date Received  
**SEP 27 2011**

Repository

01-AUG-2011

Reference No.  
10416451

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: CHESTERFIELD State: VA Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]  
Evening Telephone Number: [REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number: Located at bottom of windshield on driver's side  
1FTYR10U42T [REDACTED] Make: FORD Model: RANGER Model Year: 2002  
Date Purchased: 6/2002 Dealer's Name and Telephone Number: [REDACTED] Engine: No: Cylinders 6 Fuel Type: GAS  
Original Owner:  Dealer's City: Richmond, VA State: VA Zip Code: [REDACTED]  
Transmission Type: AUTO  Antilock Brakes Powertrain: AUTO Multiple Failure: 6 EXCITURES Incident Date(s): 6/2010 (TRU) 01-DEC-2010 6/2011

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

Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING Failure Mileage: 22000 Failure Speed: 5

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]  
DOT No. (Example: DOTM9ABC036): [REDACTED]  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash:  Yes  No Fire:  Yes  No  
Number of Persons Injured: [REDACTED] Number of Deaths: [REDACTED] Reported to Police: N

**Narrative Description of Incident(S), Crash(es), and Injury(ies).**

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL\* THE CONTACT OWNS A 2002 FORD RANGER. THE CONTACT STATED WHEN TRYING TO START HIS VEHICLE IT WOULDN'T START. THE VEHICLE WAS TOWED TO THE DEALER FOUR TIMES AND THEY ADVISED HIM THAT THEY WERE UNABLE TO DIAGNOSE THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT CONTACTED. THE FAILURE MILEAGE WAS APPROXIMATELY 22,000.

TWO  
TOWED TO DEALER (2) TIMES  
TOWED TO FIRESTONE (2) TIMES - STARTED AFTER TOWED  
CALLER TOW TRUCK (2) MORE TIMES - TOW TRUCK DRIVER  
STARTED TRUCK AFTER SITTING FOR 2-4 HRS  
STARTED AFTER TRUCK SITTING FOR A 6 HRS (2X)

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

TOTAL NUMBER OF TIRES STRANDED (6X)

I WOULD CLASSIFY THIS AS A SAFETY ISSUE - I AM 82 YRS OLD

TOTAL COST OF FAILURES -

TOW TRUCKS - 4X \$35 = 140

" " 1X 112 = 112

FORD BILL (X 200 = FORD) SAID IT REMAINED

BUT WAS NOT

TOTAL COST 452

ATTACH ADDITIONAL SHEETS IF NECESSARY

FINAL COST 452 + 375 (FINALLY DETERMINED TO BE THE

FUEL PUMP

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



NO-POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

RICHMOND VA 232

02 SEP 2011 PM 3 L

BUSINESS REPLY MAIL FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

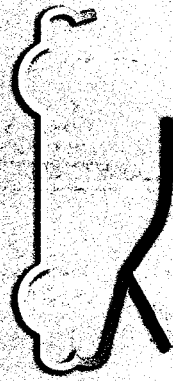
US Department of Transportation National Highway Traffic Safety Administration Office of Defects Investigation, NVS-210 1200 New Jersey Avenue SE. Washington, D.C. 20077-9382



20077+9382



Think your vehicle has a safety defect?



If so: Use the enclosed form to file a report.

or visit: www.safercar.gov

or call: Vehicle Safety Hotline 888-327-4236



Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration

