

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

AUTO SAFETY HOTLINE

VEHICLE OWNER'S QUESTIONNAIRE

NATIONWIDE 1-800-424-9393
DC METRO AREA 202-365-0123

FOR AGENCY USE ONLY

DATE RECEIVED

00 JUN 12 AM 11:33

od. or
n. dt
od. n
up. ntr

REFERENCE NO.

OFFICE

DEFECTS INVESTIGATION

552598

OWNER INFORMATION (TYPE OR PRINT)

NAME and ADDRESS

DAY TIME TELEPHONE NO. (AREA CODE)

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES ☒ NO ☐
In the absence of an authorized representative, I am the manufacturer.

SIGNATURE OF OWNER

Edmund M. Friedman

DATE 11/24/98

VEHICLE INFORMATION

VEHICLE IDENTIFICATION NO. *

1FM0U34XYSUB24147

VEHICLE MAKE

Ford

VEHICLE MODEL

Explorer

MODEL YEAR

1995

*LOCATED AT BOTTOM OF WINDSHIELD ON DRIVER'S SIDE

CURRENT ODOMETER READING

40417

DATE

PURCHASED 10/04/98

DEALER'S NAME, CITY & STATE

Rowe Ford

91 Main St. Box 109

Westbrook, ME 04098-0109

ENGINE SIZE

(CID/CC/L) 4.0L

☐ TURBO
☒ DIESEL
☐ GAS
☐ FUEL INJECTN

NO. CYLINDERS 6

TRANSMISSION TYPE

☐ MANUAL☒ AUTOMATIC

ANTILOCK BRAKES

☒ YES☐ NO

RESTRAINT SYSTEM

☒ DRIVERSIDE AIRBAG ☐ MOTORBELT☒ PASSENGERSIDE AIRBAG☒ 3-POINT BELT ☐ 2-POINT BELT

CRUISE CONTROL

☒ YES☐ NO

DRIVETRAIN

☐ FRONT☐ REAR☒ 4-WHEEL

BODY STYLE

STAWAG ☒4 DR ☒2 DR ☐
☒ HATCH BK
☐ VAN
☐ PK UP TRK
☐ OTHER

FAILED COMPONENT(S)/PART(S) INFORMATION (REPORT TIRE INFORMATION ON BACK)

COMPONENT

Front
Suspension

PART NAME(S)

Sway bar Link

LOCATION

☒ LEFT FRONT
☐ RIGHT REAR

FAILED PART(S)

☒ ORIGINAL
☐ REPLACEMENT

NO. OF FAILURES

one

DATE(S) OF FAILURE(S) 10/24/98

MILEAGE AT FAILURE(S) 40400

VEHICLE SPEED AT FAILURE(S) 25 mph

MANUFACTURER CONTACTED

☐ YES ☒ NO
Find dealer
in Westbrook

NHTSA PREVIOUSLY CONTACTED

☐ YES ☒ NO

APPLICABLE ACCIDENT INFORMATION

ACCIDENT

☐ YES ☒ NO

FIRE

☐ YES ☒ NO

NUMBER PERSONS INJURED

None

NUMBER OF FATALITIES

None

PROPERTY DAMAGE
ESTS ☒

POLICE REPORTED

☐ YES ☒ NO

NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)

Driving 25 mph ± on asphalt road with gradual curve to right. Heard sharp loud noise, like an acorn or stone thrown against car bottom by the tire. The feeling was "mushy" and front end would sway. Noise reproduced with turns to the right. The foregoing reproduced at dealer road test & repaired under warranty. CONTINUE ON BACK IF NEEDED

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.



QUALITY CARE

Where the Quality
Continues



Rowe Ford

91 Main Street • P.O. Box 103
WFTSBROOK, MAINE 04098-0109

Just off Exit 2 of the Maine Turnpike

Tel. (207) 854-2566 or Toll Free in Maine • 800 USA-ROWE

- SALES
- SERVICE
- PARTS
- BODY SHOP
- HEAVY TRUCKS

STORER # 7893433	ADVISOR SCOTT A JOYS B12	TAG NO 5864	INVOICE DATE 10/28/98	INVOICE NO DCS115176
	LABOR RATE	LICENSE NO. 16767	MI LEAGE 40417	COLOR WHITE
	YEAR / MAKE / MODEL 95/FORD TRUCK/EXPLORER/4X4 SPT UTIL			DELIVERY DATE
	VIN 1FMDU34X48UB24147			DELIVERY MILES
		P.C. NO. AJ420572	SELLING DEALER NO	PRODUCTION DATE
			INVOICE DATE 10/19/98	REPRINT# 1
COMMENTS E# 4.0L EFI V6 ENG				

LABOR & PARTS				
J# 1 07FTZ	FRT SUSPENSION DIAG UNITS: 0.80 TECH(S): 463			
	REPLACE BROKEN SWAY BAR LINK LEFT SIDE			
				52.00
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	F77Z-5495-AA	STUD	14.38
JOB # 1	1	F77Z-5C491-AA	NUT - HEX.	6.36
JOB # 1	1	F77Z-5K483-AA	LINK	8.23
JOB # 1 TOTAL PARTS				28.97
JOB # 1 TOTAL LABOR & PARTS				80.97
SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION
JOB # 1	49191		10/19/98	1DAY EASYCARENTAL
TOTAL - SUBLET				30.00
MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # 1	EASY	EASY CARE WARRANTY		12.57
JOB # 1	NCP	NEW CAR POLICY		100.00
TOTAL - MISC				112.57
TOTALS				
KEEP YOUR VEHICLE RUNNING AT TOP DOLLAR CONDITION AT A BOTTOM LINE PRICE.				
Quality care standards are our commitment to provide the best service possible for your Ford, Lincoln or Mercury and you. Extended service hours lets us give you an appointment that fits your schedule, instead of forcing you to fit ours.				
TOTAL LABOR				52.00
TOTAL PARTS				28.97
TOTAL SUBLET				30.00
TOTAL G.C.G.				0.00
TOTAL MISC				112.57
TOTAL TAX				1.60
TOTAL INVOICE \$				0.00

DEALER CODE 11212 P & A CODE 03112

Parts are guaranteed for 12 months or 12,000 miles, whichever comes first. Labor is guaranteed 90 days or 4,000 miles whichever occurs first. Any warranties on the product sold hereby are those made by the manufacturer. If used parts are installed, they come with a 30 day warranty, "parts only".

I ACKNOWLEDGE RECEIPT OF PARTS AND LABOR LISTED BELOW.

X _____

CAR SERVICE HOURS: 6:30am TO MIDNIGHT MONDAY - FRIDAY
7:30am to 5:00PM SATURDAY

TRUCK SERVICE HOURS: 6:30am to 11:00pm MONDAY - FRIDAY

BODY SHOP HOURS: 7:30am to 5:00pm MON-FRI 7:30-12noon SAT.

CUSTOMER SIGNATURE

DUPLICATE INVOICE
