Form Approved: O.M.B. No. 2127-0008

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

Date Received
RECEIVED
00 AUG 29 AM 11:
OFFICE OF DEFECTS INV

Od or
Reference No.
554128

POSTED

OWNER INFORMATION (Type or Print)

[redacted]

Daytime Telephone Numb [redacted]

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 or address to the vehicle manufacturer.

Signature of Owner [redacted] Date 8/12/00

PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (17 Digits) (Located at bottom of windshield on driver's side)	Make	Model	Year
2FTZX18W3WCA51754	Ford	Pickup 4WD	1998

Purchased Date	Dealer's Name			Engine Size (CID/CC/L)	
Aug 1998	Big Valley Ford			4.6	☐ Turbo ☐ Diesel ☑ Gas
☑ New ☐ Used	Dealer's City EWEN	State MI	Zip Code	No. Cylinders 8	☑ Fuel Injection

Manufacture Date (on driver's door or pillar)	Transmission Type	Restraint System	Cruise Control	Drivetrain	Vehicle Type	Body Style
	☐ Manual ☑ Automatic	☑ Driverside Air Bag ☐ Motorbelt ☑ Passengerside Air Bag ☐ 2-Point Belt ☐ 3-Point Belt	☑ Yes ☐ No	☐ Front ☐ Rear ☑ 4-Wheel	☐ Car ☐ Sport Utility ☐ Van ☑ Truck ☐ Minivan ☐ Motorcycle ☐ Other	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☑ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s):	Location	Failed Part(s)	Handicap Adaptive Equip
TORSION BARS (TWO)	☑ Left ☑ Right ☑ Front ☐ Rear	☑ Original ☐ Replacement	☐ Yes ☑ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name	Complete Tire Size

No. of Failures	Date(s) of Failure(s)	Mileage at Failure(s)	Vehicle Speed at Failure(s):	Failed Part(s) Available?	NHTSA Previously Contacted?
Two	5/16/99 — 1/9/00	11987 — 19859	15 MPH Both Times	☐ Yes ☑ No	☑ Yes ☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash	Fire	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer
☐ Yes ☑ No	☐ Yes ☑ No	None	None	☑ Yes ☐ No

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

My vehicle has had two failures of a major component of the front suspension, namely the left and right torsion bars. The first failure occurred on 5/16/99 at a mileage of 11587 miles. The second occurred on 1/9/2000, both repaired under warranty. My failure happened at a very low speed of 15 M.P.H. Either failure at highway speeds would have resulted in possible serious results — including loss of control

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 *This information is requested pursuant to a49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.*

Mail postage free or fax to 202-366-7882

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

AND INABILITY TO BRAKE effectively. I have Absolutely No confidence in driving this vehicle any distance on highways. Ford offered me an insulting monetary sum of $1500 toward a trade in on a new vehicle!! There have been many other incidents such as mine but I am unable to get a summary of the totals.

My previous report to you was on APR 14 2000! Quite some time has passed with apparently no investigation into this serious defect.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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National Highway Traffic Safety Administration

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

Official Business
Penalty for Private Use $300

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS 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

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

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1-888-327-4236

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(DASH) 2 DOT



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