



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

POSTED

**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

AUG 31 AM 11:39

Officer

Officer

Officer

Officer

Officer

Reference No

OFFICE
DEFECTS INVESTIGATION

554223

Daytime Telephone Number

OWNER INFORMATION (Type or Print)

Name

Street

City

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

Date 8/25/00

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits) 1 F M D 4 3 4 X 6 N 4 C 2 1 8 1 0		Make Ford	Model Explorer	Year 92
Purchased Date 3-00	Dealer's Name		Engine Size (CID/L/CAL)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☐ New ☒ Used	Dealer's City	State	Zip Code	No. Cylinders
Manufacture Date (on driver's door or pillar) 2-92	Transmission Type ☐ Manual ☒ Automatic	Restraint System ☐ Driverside Air Bag ☐ Passengerside Air Bag ☐ 9-Point Belt ☐ Motorbelt ☒ 2-Point Belt	Cruise Control ☒ Yes ☐ No	Drivetrain ☐ Front ☐ Rear ☒ 4-Wheel
Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other		Body Style ☐ Sport Utility ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other		

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) Radiator	Location ☐ Left ☒ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☒ Replacement	Handicap Adaptive Equip ☐ Yes ☒ No
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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? ☐ Yes ☐ No
		NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICABLE INCIDENT INFORMATION

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

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Reported to Manufacturer ☒ Yes ☐ No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

I bought a new radiator from Advance Auto Parts on April 7, 2000. 2 months later, our vehicle starting slipping in 2nd gear. We took it to R+R - a transmission Specialist and was told that we had water in our transmission. We told him we couldn't have, that we had just bought a new radiator from Advance. Then we were told that our vehicle wasn't the first one he had seen with the same problem. Advance had gotten a hold of bad radiators. We took the radiator into Advance & filed a warranty claim.

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 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)

The manufacture said they tested it, and it did not leak. We asked how the water got in our transmission and Mark Boyd from Modine the manufacture implied that we put it there. We have 2 Mechanics who testify that when my husband put the air hose on the oil cooler that vapors came out up where the cap goes. Now if the oil cooler was any good, the vapors would not have come out. I was told by an Employee of Advance that have had 3 or 4 other radiators returned for the same reason. [REDACTED] we don't have our radiator for evidence now, but if someone would investigate this, I'm sure they would find Modine is not being truthful. I have not been able to drive my vehicle for almost 3 months now, because neither company will take responsibility for the radiator, + transmission.

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

Official Business
Penalty for Private Use \$300

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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



**VEHICLE
OWNER'S**

QUESTIONNAIRE

(V00Q)

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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