

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 258

Date Received

21-MAR-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

720437

Do you authorize NHTSA to provide a copy of 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) <small>(located at front of windshield on drivers side)</small> 1FMDU34E4VZA89471	Vehicle Make FORD TRUCK	Vehicle Model EXPLORER	Vehicle Year 1997	Current Odometer Reading
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Purchase Date 01-FEB-1997	Dealer's Name _____	Engine Size (CID/CC/L) 4.0L S	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☒ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05151000 06650000	Part Name(s) ENGINE:TIMING GEAR AND CHAIN EXHAUST SYSTEM:CATALYTIC CONVERTER SYSTEM	Location ☐ Left ☐ Right ☐ Frnt ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) 21-JAN-2000 Mileage at Failure(s) 69112 Vehicle Speed at Failure(s) 0	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

1-21-00 TOOK CAR INTO MAGIC FORD IN SANTA CLARITA, CA. FOR WARRANTY WORK, REPLACE CATALYTIC CONVERTER. I WAS INFORMED BY TIM HEMING THAT THE TIMING CHAIN TENSIONERS WERE BAD. ABOUT \$1500.00 TO FIX. I ASKED IF IT WAS A WARRANTY ITEM. HE SAID NO, BUT I CAN CALL THE FORD CUSTOMER ASSISTANCE GUIDE TO SEE IF I CAN GET FINACIAL HELP. I DID AND THEY SAID NO. 1-27-00 I HAD MY OWN SERVICE TECH. PICK UP CAR AND START THE REPAIRS. 2-1-00 MY SERVICE TECH., KEN WAGNER LIC.#0706-121676 INFORMED ME THAT THE TIMING CHAIN TENSIONERS WERE BROKEN AND SUCKED UP IN THE ENGINE AND DESSTROYED THE ENGINE. HE ALSO INFORMED ME THAT THE TIMING CHAIN TENSIONERS HAVE BEEN UPGRADED FROM SOME KIND OF PLASTIC MATERIAL TO METAL. HE ALSO INFORMED ME THAT THE DEALER HE ORDERED THE PARTS FROM HAS

CONTINUED ON BACK (SEE INSTRUCTIONS)

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.