

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

11-APR-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

721341

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) (located at front of windshield on drivers side) 1FMDU34X6TUA91914	Vehicle Make FORD TRUCK	Vehicle Model EXPLORER	Vehicle Year 1996	Current Odometer Reading
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Purchase Date 01-FEB-1998	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ 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 10320000 12420000	Part Name(s) VISUAL SYSTEMS:WINDSHIELD WASHER INTERIOR SYSTEMS:INSTRUMENT PANEL:GAUGE:INDICATOR	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) <u>02-FEB-2000</u> Mileage at Failure(s) <u>6654C</u> Vehicle Speed at Failure(s) <u>35</u>	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	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

I WAS DRIVING ALONG AND HEARD A BIG THUMP, LIKE SOMEONE THREW SOMETHING AND HIT THE SIDE OF THE TRUCK. I TOOK IT INTO FORD AND THEY COULDN'T FIND ANYTHING WRONG. IN THE MEANTIME MY ENGINE CHECK LIGHT CAME ON (SECOND TIME WITHIN 16000 MILES) AND MY WINDOW WASHER WAS BROKE SO THEY HAD TO ORDER THE PART. I WENT IN A WEEK LATER AND THEY PUT IT UP ON THE RACK AND THAT'S WHEN THE BOLT FELL OUT HOLDING MY FRONT END TOGETHER. I WAS TOLD I WAS LUCKY TO BE THERE FOR THEM TO FIX IT. IF IT WENT OUT ON ME WHEN I WAS DRIVING I WOULD HAVE BE KILLED. I WAS ALSO TOLD THAT SEEING HOW THEY COULDN'T FIND THE PROBLEM THE FIRST TIME I WOULD HAVE TO WAIT UNTIL IT DID IT CONSTANTLY . IF I WOULD HAVE WAITED , I WOULDN' T HAVE BEEN AROUND FOR THEM TO FIND THE PROBLEM. NO ONE COULD EXPLAIN TO ME W

CONTINUED ON BACK OF FORM

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.