

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

13-SEP-2000

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Reference No.

731362

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 vehicle or on vehicle's belt)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FMNU41SXYEA53445	FORD TRUCK	EXCURSION	2000	

Purchase Date 01-APR-2000	Dealer's Name _____	Engine Size (CID/CCL) V10	☐ 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 ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☒ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other ☐ Sport Vlt ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02000000	Part Name(s) SUSPENSION	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 2	Date(s) of Failure(s) 01-JUL-2000 Mileage at Failure(s) 90000 Vehicle Speed at Failure(s) 5	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)

MY SUV DRIVES VERY UNSTABLE AT ANY SPEED. IT SEEMS TO BOUNCE WHILE GOING DOWN A FLAT SMOOTH ROAD. BOB BELL FORD HAD IT FOR 1 WEEK AND FINALLY FOUND THE PROBLEM WHEN I WROTE A LETTER DEMANDING THAT THEY EITHER FIGURE OUT THE PROBLEM OR GIVE ME A NEW TRUCK. 1/2 HOUR AFTER MY TELEPHONE CALL TO THEM WHERE IN THEY ADVISED ME THEY HAD NO IDEA WHAT THE PROBLEM WAS BUT THAT THEY HAD THE ENTIRE TRUCK TORE APART, AND 1/2 HOUR AFTER RECEIVING MY LETTER MAKING A DEMAND, THEY FIGURED OUT THE SO-CALLED PROBLEMS. THE SWAY BAR WAS UPSIDE DOWN AND THEY SAID SOMETHING ABOUT BOLTS NOT BEING PUT IN AT THE ASSEMBLY LINE AND THAT IS WHY WE WERE GETTING A CLANKING NOISE. WE PICKED UP THE TRUCK, ONLY TO HAVE IT BEGIN AGAIN THE NEXT DAY. IF YOU GO OVER A SPEED

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.