

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

16-SEP-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

731683

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) 1FMDU32P9TZB37063	Vehicle Make FIRESTONE	Vehicle Model RADIAL ATX	Vehicle Year 1900	Current Odometer Reading
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Purchase Date 01-OCT-1996	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 ☐ Motorbelt ☐ 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 02700000	Part Name(s) TIRES	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 2	Date(s) of Failure(s) 01-JUN-1997 Mileage at Failure(s) 17000 Vehicle Speed at Failure(s) 60	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)

I COMPLAINED TO FORD WHEN CENTER CONSOLE AREA VIBRATED SIGNIFICANTLY ANYWHERE FROM 65 MILES PER HOUR TO 75 MILES PER HOUR. IT WAS AT ITS WORST AT ABOUT 72-73 MILES PER HOUR. I WAS UNABLE TO USE THE CD PLAYER INSTALLED (BY FORD) IN THE COMPARTMENT BETWEEN THE DRIVER AND PASSENGER SEATS. FORD BLAMED THE PROBLEM ON THE TIRES AND HAD ME GO TO A TIRE SHOP TO HAVE THEM REPLACED. THIS HAPPENED IN 1997! THE TIRE SHOP (DON OLSON TIRES) CLAIMED THERE WAS A SUSPENSION PROBLEM WITH THE FORD EXPLORERS AND IT WOULD HAPPEN AGAIN. THEY REPLACED THE TIRES WITH NEW FIRESTONE RADIAL ATXS. WE REALIGNED THE VEHICLE AND THE PROBLEM SEEMED TO GO AWAY. AFTER ABOUT SIX MONTHS, THE PROBLEM CAME BACK (NOT AS SEVERE). I CONTINUED TO HAVE THE VEHICLE REALIGNED ABOUT EVERY 4 MONTHS. U

CONTINUED 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.

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1FMDU32P9TZB37063	FORD TRUCK	EXPLORER	1996	

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