

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

02-OCT-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

733272

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) (Listed at front of windshield or drivers side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FMDU34X8TZA32902	FORD TRUCK	EXPLORER	1996	

Purchase Date 01-NOV-1995	Dealer's Name _____	Engine Size (CID/CC/L) 4.0	☐ 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 02100000	Part Name(s) SUSPENSION:INDEPENDENT FRONT	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 3	Date(s) of Failure(s) 01-DEC-1998 Mileage at Failure(s) 33686 Vehicle Speed at Failure(s) 55	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 PURCHASED MY 1996 FORD EXPLORER IN NOV. 1995 AND HAVE HAD A VEHICLE SHUDDER PROBLEM THAT BECOMES A SAFETY PROBLEM WHEN TIRES ARE INFLATED BEYOND THE RECOMMENDED TIRE PRESSURE OF 26PSI. FORD HAVE NOW RECOMMENDED TIRE PRESSURES OF 30PSI, WHICH I CANNOT DO WITHOUT RISKING A VEHICLE LOSS OF CONTROL SITUATION. THE FIRST TIME THIS HAPPENED, IT ABSOLUTELY SCARED THE LIVING DAYLIGHTS OUT OF ME, TO PUT IT POLITELY! I HAD JUST PICKED UP THE TRUCK FROM THE MISSION VALLEY FORD AFTER SOME BRAKE WORK. I TOOK THE TRUCK UP TO FREEWAY SPEED AND WHILE TRAVELING OVER SOME ROUGH FREEWAY SURFACE THE TRUCK ALMOST WENT OUT OF CONTROL. I RETURNED TO THE DEALER WHERE FAILURE ANALYSIS WAS PERFORMED. THE ONLY ISSUE THE SERVICE ENGINEER IDENTIFIED AS ABNORMAL WAS THEY HAD SET

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.