

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-NOV-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

735661

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 driver's side) 1FTNX21LOYEC88767	Vehicle Make FORD TRUCK	Vehicle Model F SUPER DUTY	Vehicle Year 2000	Current Odometer Reading
---	-----------------------------------	--------------------------------------	-----------------------------	--------------------------

Purchase Date 01-MAR-2000	Dealer's Name _____	Engine Size (CID/CC/L) 5.4 TR	☐ 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 _____
--	---	--	--	---	--	--

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05100000	Part Name(s) ENGINE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) 02-SEP-2000 Mileage at Failure(s) 11000 Vehicle Speed at Failure(s) _____	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
---	---	---------------------------------------	----------------------------------	---------------------------	---

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THIS IS MY SECOND FORD TRUCK IN A YEAR 1/2 AND MY FORTH MOTOR I AM EXPERIENCING A LOUD ENGINE KNOCK ON COLD START UP. THE KNOCK GETS LOUDER AND LONGER. FORD HAS REPLACED LIFTERS ON MY 2000, THAT DID NOT TAKE CARE OF THE KNOCK. I HAVE TALKED TO DIFFERENT PEOPLE THAT OWN THE 5.4 ENGINE AND THEY EXPEIRENCE THE SAME NOISE. I HAVE FOUND MOST PEOPLE DO NOT NOTICE THE NOISE BECAUSE OF THE RADIO,AS WELL AS THE BELL NOISE WHEN YOU FIRST START THE TRUCK. I HAVE ALSO HAD A SPARK PLUG EJECTED FROM THE CYLINDER HEAD OF MY 1999. THE FORD DEALER WANT TO REPLACE MY 2000 5.4 ENGINE WITH A NEW ONE . HOW MUCH SHOULD A CONSUMER TAKE. HERE I GO AGAIN WITH ENGINE REPLACEMENT IN A NEW TRUCK LESS THAN A YEAR OLD. PLEASE HELP!!!! THANK YOU!!!!AK

CONTINUED ON BACK (RELEAS)

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.