



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 258

Date Received

12-JAN-2001

Ord. or
rt. dt
pd. rt
up. ltr

Reference No.

739273

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) (Locate at bottom of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FMCU24X3TUD03416	FORD TRUCK	EXPLORER	1996	

Purchase Date 01-MAY-1996	Dealer's Name _____	Engine Size (CID/CC/L) <u>4.0</u>	☐ 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 Bel ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No
		Drive Train ☐ Front ☐ Rear ☒ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Utl ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____
			Body Style ☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02100000 01500000	Part Name(s) SUSPENSION:INDEPENDENT FRONT STEERING:LINKAGES	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 1	Date(s) of Failure(s) <u>27-NOV-2000</u> Mileage at Failure(s) <u>57500</u> <u>45</u>	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ 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 Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

I NEVER CONTACTED FORD TO MAKE A COMPLAINT BECAUSE I THOUGHT MY SUSPENSION WAS FALLING APART DUE TO TOWING AND BAD ROADS IN MY AREA.. THEN I GET A RECALL FOR END LINKS... BUT THEY REFUSE TO PAY FOR ADDITION DAMAGED RELATED TO THE SWAY BAR LINKS. I'M NOT LOOKING FOR PAYMENT BUT I THINK THAT IT SHOULD BE LOOKED INTO BY SOMEONE. I HAVE ALMOST ROOLED THE VEHICLE MANY TIMES BECAUSE OF THE END LINKS BREAKING AND I AM A VERY UNHAPPY CONSUMER. THE PARTS WERE REPLACED TWICE AND THE BALL JOINT ONCE, THE BALL JOINT FAILED WHEN THE END LINK FAILED THE SECOND TIME. I MIGHT ADD I WAS A FORD LOVER AT ONE TIME, AND I OWN MANY CLASSIC FORDS, BUT I WILL NEVER BUY A NEW FORD AGAIN, NOR WILL ANY OF MY FAMILY MEMBERS. I JUST FEEL THAT THE CONSER GETS RIPPED OFF BY BIG BUSINESS LIKE IN MY CASE, I'M FORCED TO PAY

CONTINUE ON REVERSE

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.