



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

03-MAY-2002

Od_or _____
rt_dt _____
od_rt _____
ip_lr _____

Reference No.

761477

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) (Location at bottom of windshield and driver's side door) 1FTCR14A1NPA56443	Vehicle Make FORD TRUCK	Vehicle Model RANGER	Vehicle Year 1992	Current Odometer Reading
--	-----------------------------------	--------------------------------	-----------------------------	--------------------------

Purchase Date 01-JAN-2097	Dealer's Name _____	Engine Size (CID/CC/L) 2.4	☐ 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 Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☒ Pick Up Truck ☐ Other _____
--	---	--	--	---	---	--

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02120000	Part Name(s) SUSPENSION:INDEPENDENT FRONT SHOCK ABSORBER	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Date(s) of Failure(s) 30-APR-2002	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
	Mileage at Failure(s)		
	Vehicle Speed at Failure(s) 55		

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
---	---	---------------------------	----------------------	--------------------------	---

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

SPRING TOWER DETERIORATED PREMATURELY AND COLLAPSED WHILE DRIVING ALONG HIGHWAY, CAUSING VEHICLE TO SWERVE ALMOST LOSING CONTROL. THERE WAS NO WARNING OF WHAT WAS HAPPENING. I EVEN HAD THE VEHICLE SERVICED THE DAY BEFORE, AND NO APPEARENT DEFECT WAS DETECTED. WHEN I CONFRONED THE SERVICE WRITER AT THE FORD DEALERSHIP, HE TOLD ME THIS WAS A COMMON PROBLEM FOR THIS TRUCK. FURTHER EXPLAINED THAT THE CONDENSATION FROM THE AC DRIPS ON THIS PART CAUSING IT TO RUST AND FAIL SOONER. HE INFORMED ME THE PARTS WERE IN STOCK. THE PRICE WAS ABOUT \$100. FOR THE PART AND APROX 200. FOR LABOR. HE ALSO RECOMENDED ANOTHER SHOP WHERE I COULD GO AND HAVE DONE A LITTLE CHEEPER. SO I CHECKED

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.