

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 252

Date Received

21-JAN-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

855358

 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
1FMDY34X0R6B26164	FORD TRUCK	EXPLORER	1994	

Purchase Date	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 ☐ 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 13561006	Part Name(s) STRUCTURE:HATCHBACK SUPPORT ROD (ALSO 13640000)	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 07-JUL-1999 Mileage at Failure(s) 06000 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	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER WAS LOOKING ON THE INTERNET AND SAW HER VEHICLE ON RECALL. SHE NOTIFIED THE DEALERSHIP THAT LIFTGATE ROD BRACKET ON THE PASSENGER'S SIDE BROKE. *AK

CONTINUED ON BACK (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.



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Work Number

Home Number

OWNER INFORMATION (Type or Print)

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of an _____, please your name and address to the vehicle manufacturer.

☒ YES ☐ NO

Signature of Owner

Date 2/4/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1FMDY34X0R6B26164
Vehicle Make FORD TRUCK
Vehicle Model EXPLORER
Vehicle Year 1994
Current Odometer Reading

Purchase Date Jan 1994
Dealer's Name Shamrock Ford
(that I deal it w/ problem)
City Dublin State CA Zip Code 94568
Engine Size (CID/CC/L) _____
No Cylinders 6
☐ Turbo
☐ Diesel
☒ Gas
☐ Fuel Injection

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 Utl
☐ Van ☐ Truck
☐ Minivan ☐ Motorcycle
☐ Other
Body Style
☐ 2-Door
☒ 4-Door
☐ Stationwagon
☐ Pick Up Truck
☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 13661006
Part Name(s) STRUCTURE:HATCHBACK SUPPORT ROD (ALSO 13640000)
Location
☐ Left ☒ Right
☐ Front ☒ Rear
Failed Part(s)
☒ Original
☐ Replacement
No of Failures 1
Date(s) of Failure(s) _____
Mileage at Failure(s) 86000
Vehicle Speed at Failure(s) Empty/parked
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 0
Reported to Police ☐ Yes ☒ No

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

CONSUMER WAS LOOKING ON THE INTERNET AND SAW HER VEHICLE ON RECALL. SHE NOTIFIED THE DEALERSHIP THAT LIFTGATE ROD BRACKET ON THE PASSENGER'S SIDE BROKE. *AK

This was the second recall I was aware of. Both times, I contacted the dealership for help and was told that, based on my VIN #, my vehicle was not on recall, even though the failure was exactly as the recall described. I never received notification of the first recall. →

CONTINUE ON BACK IF NEEDED

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Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO. *

D O T

MANUFACTURER: TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

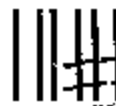
Since filing this report, I have contacted Ford Motor Co at their 800 number. Ford has since directed its dealership, Shamrock Ford, to make all the necessary repairs to my vehicle at no charge under their recall. Until Ford was told of my filing this report, I met with considerable resistance from the dealership and Ford. Shamrock Ford is now replacing the entire rear hatch, as the bracket that failed ripped a hole in the hatch and it is unreweldable. The weld on the bracket lift rod failed in August and the hatch fell on me. I was not badly injured, although I strained my neck and shoulders a bit. I have had a very poor experience in getting this resolved until I brought the NHTSA name into it.

U.S. Department
of Transportation

National Highway
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400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



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U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

