Form Approved: O.M.B. No. 2127-0039

U.S. Department of Transportation
**National 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** 156

Date Received: 24-JAN-2000

Od_or ____ ____
rt_dt ____ ____
od_rt ____ ____
up_ltr ____ ____

Reference No. 855435

[redacted]

*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 bottom of windshield on driver's side) | Vehicle Make | Vehicle Model | Vehicle Year | Current Odometer Reading |
|---|---|---|---|---|
| 1FMZU24E7XLUC6423 | FORD TRUCK | EXPLORER | 1999 | |

Purchase Date: ☒ New ☐ Used

Dealer's Name _____
City _____ State _____ Zip Code _____

Engine Size (CID/CC/L) _____
No Cylinders _____

☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection

| Transmission Type | Antilock Brakes | Restraint System | Cruise Control | Drive Train | Vehicle Type | Body Style |
|---|---|---|---|---|---|---|
| ☐ Manual ☐ Automatic | ☒ Yes ☐ No | ☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt | ☐ Yes ☒ No | ☐ Front ☐ Rear ☐ 4-Wheel | ☐ Car ☐ Van ☐ Minivan ☐ Other ☐ Sport Utl ☐ Truck ☐ Motorcycle | ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other |

## FAILED COMPONENT(S)/PART(S) INFORMATION

| Component | Par. Name(s) | Location | Failed Part(s) |
|---|---|---|---|
| 03250000<br>03273000 | BRAKES:HYDRAULIC:ANTI-SKID SYSTEM<br>BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB | ☐ Left ☐ Right ☐ Front ☐ Rear | ☐ Original ☐ Replacement |

No of Failures

Date(s) of Failure(s) 13-DEC-1999
Mileage at Failure(s) 3
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 | Fire | Number of Persons Injured | Number of Fatalities | Estimated Property Damage | Reported to Police |
|---|---|---|---|---|---|
| ☒ Yes ☐ No | ☐ Yes ☒ No | | | | ☐ Yes ☒ No |

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

**WHILE DRIVING OUNDER WET OR SLUSHY CONDITIONS FRONT BRAKING SYSTEM MALFUNCTIONED, CAUSING THE VEHICLE TO PULL TO RIGHT WHICH RESULTED IN A CRASH. MECHANIC SAID IT WAS DUE TO A DEFECTIVE FRONT RIGHT ROTOR. PLEASE PROVIDE FURTHER INFORMATION. *AK**

CONTINUED ON BACK IF NEEDED

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 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.

Form Approved: O.M.B. No. 2127-0006

U.S. Department of Transportation
National 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

RECEIVED
00 FEB 16 AM 9:54
OFFICE OF DEFECTS INVESTIGATION

**FOR AGENCY USE ONLY** 156

Date Received
24-JAN-2000

od_or
rt_dt
od_rt
up_ltr

Reference No.
855435

## OWNER INFORMATION (Type or Print)

[redacted] 586259

Work Number
Home Number [redacted]

*Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?* ☒ YES ☐ NO
*In the absence [redacted] provide your name and address to the vehicle manufacturer.*

Signature of O[redacted] Date 2/10/2000

## VEHICLE INFORMATION

| Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side) | Vehicle Make | Vehicle Model | Vehicle Year | Current Odometer Reading |
|---|---|---|---|---|
| 1FMZU24E7XLUC6423 | FORD TRUCK | EXPLORER | 1999 | 4,700 |

Purchase Date
☒ New ☐ Used

Dealer's Name Wendle Ford
City Spokane State Wa Zip Code

Engine Size (CID/CC/L ____
No Cylinders 6
☐ Turbo ☐ Diesel ☒ Gas ☒ Fuel Injection

| Transmission Type | Antilock Brakes | Restraint System | Cruise Control | Drive Train | Vehicle Type | Body Style |
|---|---|---|---|---|---|---|
| ☐ Manual<br>☒ Automatic | ☒ Yes<br>☐ No | ☒ 3-Point Belt ☐ Motorbelt<br>☐ Driverside Airbag ☐ 2-Point Belt<br>☐ Passengerside Airbag | ☒ Yes<br>☐ No | ☐ Front<br>☐ Rear<br>☒ 4-Wheel | ☐ Car ☒ Sport Utl<br>☐ Van ☐ Truck<br>☐ Minivan ☐ Motorcycle<br>☐ Other | ☒ 2-Door<br>☐ 4-Door<br>☐ Stationwagon<br>☐ Pick Up Truck<br>☒ Other |

## FAILED COMPONENT(S)/PART(S) INFORMATION

| Component | Part Name(s) | Location | Failed Part(s) |
|---|---|---|---|
| 03250000<br>03273000 | BRAKES:HYDRAULIC:ANTI-SKID SYSTEM<br>BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB | ☒ Left ☒ Right<br>☒ Front ☒ Rear | ☒ Original<br>☐ Replacement |

No of Failures

Date(s) of Failure(s) 13-DEC-1999
Mileage at Failure(s) 3,035 Jan 07 4,363
Vehicle Speed at Failure(s) Unknown

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 | Fire | Number of Persons Injured | Number of Fatalities | Estimated Property Damage | Reported to Police |
|---|---|---|---|---|---|
| ☒ Yes ☐ No | ☐ Yes ☒ No | 1 | 0 | $ 8,000.00 | ☐ Yes ☒ No |

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

**WHILE DRIVING OUNDER WET OR SLUSHY CONDITIONS FRONT BRAKING SYSTEM MALFUNCTIONED, CAUSING THE VEHICLE TO PULL TO RIGHT WHICH RESULTED IN A CRASH. MECHANIC SAID IT WAS DUE TO A DEFECTIVE FRONT RIGHT ROTOR. PLEASE PROVIDE FURTHER INFORMATION. *AK**

Apparently the Rotor problem is still in question. The problem of the Right front Pull when Applying The Brakes is still unknown to This Date. See Attached letter for full Details, it is a copy of A letter Sent to The Attorney General of the State of Washington.

CONTINUE ON BACK IF NEEDED

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 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.

[redacted]

February 08, 2000

Office of Attorney General
1116 W. Riverside
Spokane Wa. 99201-1194

Dear Sirs,

My husband and I purchased a 1999 Ford Explorer from Wendle Ford in Spokane Washington on November 2 1999. Not long after the purchase when roads began to get bad I began to experience a braking problem. When applying the brakes my vehicle would pull to the right. The severity of the pull was dependent upon how much pressure I had to apply and usually occurred on wet or slush road conditions. On December 13, 1999 I returned the vehicle to Wendle Ford for repair. My service advisor was Dayton Longhofer. I expressed deep concern for my safety and that of my family. I told him that given the area in which I live I needed to have this problem taken care of. His reply when I returned for my vehicle was that they could not locate a problem. I had no choice but to take the vehicle and hope for the best. That did not happen. As the roads began to get worse I began to have the problem more and more. My daughter also experienced the same problem with the brakes. On one occasion while driving to Spokane I encountered deep slush conditions. When I attempted to apply the brakes I found that I could not do so with safety. I maintained a slow speed until road conditions improved and until I could apply the brakes confortably. I drove straight to the dealership and spoke to a service advisor by the name of Steve McReynolds. I again told of my experiences with the vehicle and of that day. His reply was that this was not normal and that maybe there was a brake caliper that was sticking and not releasing properly and that I should bring it in for service. I also informed him that I was afraid that the vehicle would do this on an ice covered road someday. He said that the brakes were designed in such a manner as to avoid such a problem on ice. It would perform differently on ice than it had on wet roads and would not pull one way or the other. I told him that I had purchased the vehicle for safety reasons and I didn't feel very safe at this time. I pleaded with him to do some research, to please call Ford Motor Company or whom ever it took to resolve the problem. I don't remember the exact date this conversation took place but it was between December 13th and January 7th when I took the vehicle in again for the same problem. This time the advisor Was Ken Toon. The service department did some minor work on the vehicle and returned it to us. My husband expressed his concern that he felt that the work they had performed was not going to solve the problem. Mr. Toons reply was simply that they could do no more at this time. We were very upset and felt the dealership was not taking appropriate measures for repair of the safety defect. According to the repair sheet given to us. They didn't even drive the vehicle. The mileage in is the same as the mileage out.

On January 17th 2000, my worst nightmare came true. The one Mr. McReynolds said could not happen. While driving on a variable condition road, I made an attempt to apply the brakes to slow the vehicle down before I came to a part of the road which I considered worse than the part I was already on. The vehicle began to pull me to the right. Before I knew it, my Explorer was out of control due to the defect that we had been complaining about for the past month. It slammed into a hill and overturned. The vehicle that I purchased for safety was the first vehicle that I had ever been in an accident with. The only safety feature that worked was the safety belt system. The brakes failed, The air bags didn't deploy, The automatic safety switch to turn the engine off in case of a roll over did not shut the engine off and the automatic four wheel drive system that is touted as such a big safety feature did not engage. This part is very disturbing indeed, This is a system that is sold to consumers as a big advantage and yet it doesn't work. What it does do is give the driver a false sense of security. I know that if I ever come to the point where I can drive under questionable road conditions again I will never ever trust this feature. I feel that if I had of had the vehicle in full time four wheel drive I would have had a better chance to drive it out of

the slid that the brakes caused. I have driven on this particular road for 11 years in a 1987 Ford Bronco II and a 1992 Ford F150 without incident. I know how to drive on bad road conditions. I was not speeding and I was not given a citation for this accident. Also, there were no other accidents on this road on this day that I know of.

The events leading up to the accident and the what the accident did to me is bad enough but the appalling way in which Wendle Ford and the Ford Motor Company have treated us is worse yet. They refuse to take any responsibility what so ever for the way in which the vehicle was responding to application of the brakes. Wendle Fords service department (Dan Horton) still insist that I put my family back into this vehicle and drive it until they can determine what the problem is. This is Ford Motor Companies procedure he said. We cannot repair a vehicle unless it duplicates the problem while we have it. Really! Its pretty hard to duplicate the problem if you don't drive the vehicle! I could not believe my ears! After all that has happened! What more proof do they need? A dead body? I made repeated attempts to talk to a Ford Representative but the management at Wendle and Fords customer service center in Dearborn Michigan have denied my request. I have done my best to make these people understand just how dangerous this vehicle is. If it is left unrepaired. All I get is a run around and road blocks. It is not a matter of if this vehicle will cause another accident but a matter of when! Its a loaded gun and Ford wants me to point it at you and your family as well as mine. That, my friend is called Russian Roulette. It is outrageous to me for any company to put the lives of people behind the money it would take to make repairs to this vehicle. I'll bet that if it had slammed into a school bus instead of a hill I would be getting a different response. Highway 211 is a small two lane road and that prospect is a very real possibility. We don't put up with this irresponsibility from any other type of company. So, why do the auto manufactures get away with it.

When it comes to a safety defect such as this. The auto manufactures and their representatives need to be held accountable for their actions or in this case, lack there of. I have always taught my daughters that driving a vehicle carries with it a responsibility to society to handle it in as safe a mannor as possible. Shouldn't Wendle and Ford carry the same responsibility to society to make sure that the vehicles that they manufacture are safe no matter what the cost? What good are warrenties? This vehicle only has 4,700 miles on it and we can't get it repaired! In my opinion, Wendle Fords service department should have done what ever it took to see to it that this vehicle was safe for use. To do anything less constitutes negligence and just goes to show just how little human life has come to mean to these companies. The bottom line is all that counts. If it takes new laws to make them take notice then so be it. I intend to make that happen. If common sense and decency don't appeal to these people then it is time to make some changes to the system. If they refuse to govern themselves then we must see to it that more is done to protect the consumer.

Sincerely,

[redacted]