

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 231

Date Received

22-FEB-2000

 Od\_or \_\_\_\_\_  
 Rt\_dt \_\_\_\_\_  
 od\_rt \_\_\_\_\_  
 up\_ltr \_\_\_\_\_

Reference No.

857317

 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) _____<br><small>(lasted attempt at windshield or drivers side)</small>                                                                                                             |                                                                                           | Vehicle Make<br><b>FORD TRUCK</b>                                                                                                                                                                                                 | Vehicle Model<br><b>RANGER</b>                                                           | Vehicle Year<br><b>1998</b>                                                                                                                  | Current Odometer Reading                                                                                                                                                                                                                                       |
| Purchase Date                                                                                                                                                                                               | Dealer's Name _____                                                                       |                                                                                                                                                                                                                                   | Engine Size (CID/CC/L) _____                                                             | <input type="checkbox"/> Turbo<br><input type="checkbox"/> Diesel<br><input type="checkbox"/> Gas<br><input type="checkbox"/> Fuel Injection |                                                                                                                                                                                                                                                                |
| <input type="checkbox"/> New <input checked="" type="checkbox"/> Used                                                                                                                                       | City _____ State _____ Zip Code _____                                                     |                                                                                                                                                                                                                                   | No Cylinders _____                                                                       |                                                                                                                                              |                                                                                                                                                                                                                                                                |
| Transmission Type<br><input type="checkbox"/> Manual<br><input type="checkbox"/> Automatic                                                                                                                  | Antilock Brakes<br><input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No | Restraint System<br><input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbell<br><input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt<br><input type="checkbox"/> Passengerside Airbag | Cruise Control<br><input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No | Drive Train<br><input type="checkbox"/> Front<br><input type="checkbox"/> Rear<br><input type="checkbox"/> 4-Wheel                           | Vehicle Type<br><input type="checkbox"/> Car <input type="checkbox"/> Sport Ult<br><input type="checkbox"/> Van <input type="checkbox"/> Truck<br><input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle<br><input type="checkbox"/> Other _____ |
| Body Style<br><input type="checkbox"/> 2-Door<br><input type="checkbox"/> 4-Door<br><input type="checkbox"/> Stationwagon<br><input type="checkbox"/> Pick Up Truck<br><input type="checkbox"/> Other _____ |                                                                                           |                                                                                                                                                                                                                                   |                                                                                          |                                                                                                                                              |                                                                                                                                                                                                                                                                |

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

|                                   |                                                                                                 |                                                                                                                                          |                                                                                             |
|-----------------------------------|-------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| Component<br>01300000<br>06100000 | Part Name(s)<br><b>STEERING:POWER ASSIST</b><br><b>FUEL:FUEL SYSTEMS</b>                        | Location<br><input type="checkbox"/> Left <input type="checkbox"/> Right<br><input type="checkbox"/> Front <input type="checkbox"/> Rear | Failed Part(s)<br><input type="checkbox"/> Original<br><input type="checkbox"/> Replacement |
| No of Failures                    | Date(s) of Failure(s) _____<br>Mileage at Failure(s) _____<br>Vehicle Speed at Failure(s) _____ | Failed Part(s) Available?<br><input type="checkbox"/> Yes <input type="checkbox"/> No                                                    | NHTSA Previously Contacted?<br><input type="checkbox"/> Yes <input type="checkbox"/> 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<br><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | Fire<br><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | Number of Persons Injured | Number of Fatalities | Estimated Property Damage | Reported to Police<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|------------------------------------------------------------------------------|-----------------------------------------------------------------------------|---------------------------|----------------------|---------------------------|-------------------------------------------------------------------------------------------|

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

 WHILE TRAVELING CONSUMER PASSED OUT AND VEHICLE RAN OFF ROAD. ALSO, NOTICED FUMES  
 INSIDE CAB .PLEASE PROVIDE FURTHER INFORMATION. \*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.

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                    |                                                                                                                                                                                         |                                                                        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|
| <p><b>DOT Auto Safety Hotline</b></p> <p><b>Vehicle Owner's Questionnaire (VOQ)</b></p> <p>NATIONWIDE 1-888-DASH-2-DOT</p> <p>1-888-327-4236</p> <p>www.nhtsa.dot.gov/hotline</p>                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                    | <b>FOR AGENCY USE ONLY</b> 231                                                                                                                                                          |                                                                        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                    | Date Received<br><b>00 MAY -2 PM 2:30</b><br><b>22-FEB-2000</b><br>OFFICE<br>DEFECTS INVESTIGATION<br>Reference No.<br><b>857317</b>                                                    |                                                                        |
| <b>OWNER INFORMATION (Type or Print)</b><br><div style="background-color: black; width: 400px; height: 40px; display: inline-block;"></div> <b>591849</b>                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                    |                                                                                                                                                                                         |                                                                        |
| Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?<br>In the absence of an authorized signature, please print name and address to the vehicle manufacturer.                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                    |                                                                                                                                                                                         |                                                                        |
| Signature of Owner _____                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                    | Date <b>03/11/2000</b>                                                                                                                                                                  |                                                                        |
| <b>VEHICLE INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                    |                                                                                                                                                                                         |                                                                        |
| Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Vehicle Make                                                                                                                       | Vehicle Model                                                                                                                                                                           | Vehicle Year                                                           |
| <b>1FTYR14C4WTA48272</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>FORD TRUCK</b>                                                                                                                  | <b>RANGER</b>                                                                                                                                                                           | <b>1998</b>                                                            |
| Current Odometer Reading                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                    |                                                                                                                                                                                         |                                                                        |
| <b>00000 ?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                    | <b>45000 ?</b>                                                                                                                                                                          |                                                                        |
| Purchase Date                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Dealer's Name                                                                                                                      |                                                                                                                                                                                         | Engine Size (CID/CC/L)                                                 |
| <b>April 98</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Bill Talley Ford</b>                                                                                                            |                                                                                                                                                                                         | <b>?</b>                                                               |
| <input type="checkbox"/> New <input checked="" type="checkbox"/> Used                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | City                                                                                                                               | State                                                                                                                                                                                   | Zip Code                                                               |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Richmond</b>                                                                                                                    | <b>VA</b>                                                                                                                                                                               | <b>?</b>                                                               |
| Transmission Type                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Antilock Brakes                                                                                                                    | Restraint System                                                                                                                                                                        | Cruiase Control                                                        |
| <input checked="" type="checkbox"/> Manual<br><input type="checkbox"/> Automatic                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No                                                             | <input type="checkbox"/> 3-Point Belt<br><input checked="" type="checkbox"/> Driverside Airbag<br><input type="checkbox"/> Passengerside Airbag                                         | <input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No |
| Drive Train                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Vehicle Type                                                                                                                       | Body Style                                                                                                                                                                              |                                                                        |
| <input checked="" type="checkbox"/> Front<br><input checked="" type="checkbox"/> Rear<br><input checked="" type="checkbox"/> 4-Wheel                                                                                                                                                                                                                                                                                                                                                                                                                                                | <input type="checkbox"/> Car<br><input type="checkbox"/> Van<br><input type="checkbox"/> Minivan<br><input type="checkbox"/> Other | <input type="checkbox"/> 2-Door<br><input type="checkbox"/> 4-Door<br><input type="checkbox"/> Stationwagon<br><input type="checkbox"/> Pick Up Truck<br><input type="checkbox"/> Other |                                                                        |
| <b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                    |                                                                                                                                                                                         |                                                                        |
| Component                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Part Name(s)                                                                                                                       | Location                                                                                                                                                                                | Failed Part(s)                                                         |
| <b>01300000</b><br><b>06100000</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>STEERING:POWER ASSIST</b><br><b>FUEL:FUEL SYSTEMS</b>                                                                           | <input type="checkbox"/> Left<br><input checked="" type="checkbox"/> Front                                                                                                              | <input type="checkbox"/> Right<br><input type="checkbox"/> Rear        |
| No of Failures                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Date(s) of Failure(s)                                                                                                              | Failed Part(s) Available?                                                                                                                                                               | NHTSA Previously Contacted?                                            |
| <b>1</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>July 26-1999</b>                                                                                                                | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                                                                     | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No    |
| <b>APPLICATION INCIDENT INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                    |                                                                                                                                                                                         |                                                                        |
| (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                                                   |
| <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No                                                                | <b>1</b>                                                                                                                                                                                | <b>—</b>                                                               |
| Estimated Property Damage                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                    | Reported to Police                                                                                                                                                                      |                                                                        |
| <b>\$15,000.00</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                    | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                                                                     |                                                                        |
| <b>NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                    |                                                                                                                                                                                         |                                                                        |
| WHILE TRAVELING CONSUMER PASSED OUT AND VEHICLE RAN OFF ROAD. ALSO, NOTICED FUMES INSIDE CAB .PLEASE PROVIDE FURTHER INFORMATION. *AK<br><i>I believe Carbon Monoxide fumes were coming into cab and is what caused me to pass out on the day of the accident.</i><br><div style="text-align: right;"><i>Donald E. S.</i></div>                                                                                                                                                                                                                                                     |                                                                                                                                    |                                                                                                                                                                                         |                                                                        |
| 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 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. |                                                                                                                                    |                                                                                                                                                                                         |                                                                        |