

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 335

Date Received

07-MAR-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

858055

 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 front of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FMDU34X1SUA25172	FORD TRUCK	EXPLORER	1995	

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 07300000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 0	Date(s) of Failure(s) 02-MAR-2000 Mileage at Failure(s) 110000 Vehicle Speed at Failure(s) 35	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	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING ON THE HIGHWAY AT THE SPEED LIMIT TRANSMISSION STARTED TO FALL. CONSUMER COULD ONLY GET UP TO 35 MPH. THIS COULD HAVE CAUSED A SERIOUS ACCIDENT. CONSUMER WAS FORCED TO GET ON THE SIDE OF THE SHOULDER. THEN, VEHICLE WOULD NOT GO INTO DRIVE OR REVERSE, HAD TO BE TOWED. *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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RECEIVED

Form Approved: O.M.B. No. 2127-0008

FOR AGENCY USE ONLY 335

DATE RECEIVED
07 MAR 2000
OFFICE
DEFECTS INVESTIGATION

Od or
rt dt
up br

Reference No.

858055

OWNER INFORMATION (Type or Print)

594816

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☒ YES

☐ NO

In the absence of a manufacturer, NHTSA will use the name and address to the vehicle manufacturer.

Signature of Owner

Date 4/3/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) 1FMDU34X1SUA25172
Vehicle Make FORD TRUCK
Vehicle Model EXPLORER
Vehicle Year 1995
Current Odometer Reading 110000

Purchase Date 7/28/99
☐ New ☒ Used
Dealer's Name Private owner of car
is deceased
City State Zip Code
Engine Size (CID/CC/L) 4.0
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 Ut
☐ Van ☒ Truck
☐ Minivan ☐ Motorcycle
☐ Other
Body Style ☐ 2-Door
☒ 4-Door
☐ Stationwagon
☐ Pick Up Truck
☒ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300000
Part Name(s) POWER TRAIN:TRANSMISSION-AUTOMATIC
Location ☐ Left ☐ Right
☐ Front ☒ Rear
Failed Part(s) ☒ Original
☐ Replacement
No of Failures 0
Date(s) of Failure(s) 02-MAR-2000
Mileage at Failure(s) 110000
Vehicle Speed at Failure(s) 35
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
Reported to Police ☐ Yes ☒ No

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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)

Me and my child was left on the side of Road, until the truck was towed away. I was very upset about this matter this is my second Ford truck I have purchase I had a 1990 Ford Bronco it ran could for 10 years no major problem, I had ~~driven~~ ~~looked~~ a couple weeks before this happen. I had no idea this would happen and after it happen I talk to several people and I seen would my own eyes where they had problem with there transmission, with this type Explorer my cousin bought a 2000 out of battle creek Mich and she had a problem. I was thinking of purchasing the new Expedition but now I'm kind of leary. If possible I would like some assistance with paying for this transmission to get fix I been off work for 3 mos on a sick leave and now I will have to PAY \$2000 or more to fix it

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U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

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National Highway Traffic Safety Administration
Auto Safety Hotline, NEF-11 HL
400 7th Street, SW
Washington, DC 20590

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NECESSARY
IF MAILED
IN THE
UNITED STATES