

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 137

Date Received

24-MAR-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

859166

 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
1FMDU34X3RUA40475	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 ☒ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbell ☒ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Ult ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02100000	Part Name(s) SUSPENSION:INDEPENDENT FRONT	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 0	Date(s) of Failure(s) 24-MAR-2000 Mileage at Failure(s) 144000 Vehicle Speed at Failure(s) 40	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 ABOUT 40 MPH HEARD VIBRATION COMING FROM FRONT OF VEHICLE.
 MANUFACTURER HAS A REPAIR KIT BUT ONLY AT CONSUMER EXPENSE. *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.

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

THE IDENTIFICATION NO. *

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)

A letter was also sent to Ford Motor Company in July or August of 1999. That letter was addressed to the CEO and was similar in content to the enclosed letter dated Feb. 28, 2000.

BUSINESS REPLY MAIL

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

POSTAGE WILL BE PAID BY NATIONWIDE TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Auto Safety Hotline, NEF-11 HL
400 7th Street, SW
Washington, DC 20590

U.S. GOVERNMENT PRINTING OFFICE: 1984 - 652-582

**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

710

Rogers

**WHEEL ALIGNMENT
& TIRE COMPANY, INC.**

3705 ARTHUR STREET
CALDWELL, ID 83605
208/454-2573
FAX 208/454-3940

INVOICE RW-123663

S-06/18/99 E-06/18/99

S-14:00 E-16:00

Mileage
133204

Sold: CASH

DO NOT DELETE

NEW 13 FORD EX-LONIF

DATE 11/04

PRICE 132100

DATE 11/04

00%

Slit Mach	Part #	QTY Description	Price	S.E.T.	Total
28 0	PARTS	1.00 MISC. PARTS (2.00) 500.00	100.00	0.00	100.00
20 0	BL2BR	1.00 BRAKE LAMP (2.00) 100.00	10.00	0.00	10.00
20 0	FEL	1.00 LAMP R&L 100.00	40.00	0.00	40.00

THANK YOU FOR YOUR BUSINESS.

Signatures

Signature of Customer _____ Signature of Salesperson _____

DATE 11/04 TOTAL 132100

Cash 100.00 Credit 100.00 Balance 132100

DATE 11/04 TOTAL 132100

Accounts are due and payable by the 10th of the month following date of purchase. Accounts past due are subject to a **FINANCE CHARGE** computed at the monthly rate of 1 3/4% which is an **ANNUAL PERCENTAGE RATE** of 21%. Minimum of 50¢.



PRUETT TIRE CENTER
331 E. IDAHO
HOMEDALE, ID 83628 0000
208-337-3474

SOLE TO



ACCT	A44 00287	INVOICE	147397
DATE	04-01-1999	TIME	6:07:51 PM

SOLD BY	TRANSACTION TYPE	WORK ORDER #	CUSTOMER PO #	LICENSE	MILEAGE	YEAR / MAKE / MODEL							
RX	CHARGE	47861		2013234	28973	0094 FORD EXPLORER							
QTY	PRODUCT CODE	PRODUCT DESCRIPTION				PRICE	FET	AMOUNT					
4	08713528	P235/75R-15 105S M410 ALL SEASON OUTLINE WHITE LETTER				90.45		361.80					
4	00695348	WHEEL SPIN BALANCE				8.00		32.00					
4	00695316	TUBELESS VALVE STEM				2.50		10.00					
4	00000547	USED TIRE PURCHASES (NOT TRUCK)				35.00		140.00					
NOTICE: The following conditions apply to all sales except where Seller issues a written warranty. SELLER ASSIGNS TO PURCHASER ALL RIGHTS AND REMEDIES UNDER MFRS. EXPRESS AND IMPLIED WARRANTIES, BUT OTHERWISE EXCLUDES ALL LIABILITY FOR WARRANTY DAMAGES. SPECIAL AND CONSEQUENTIAL DAMAGES FOR LES SCHWAB MFRD. PRODUCTS EXCLUDED TO EXTENT LAW ALLOWS. ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE. Purchaser acknowledges having received the goods described above and having read and received a copy of the security agreement contained on the reverse side hereof.								SALES TAX	20.19				
								DISPOSAL TAX	.00				
PURCHASER X								TOTAL	283.99				

CUSTOMER COPY



PRUETT TIRE CENTER
331 E. IDAHO
HOMEDALE, ID 83628 0000
208-337-3474

ASSOCIATED WITH

Northwest's Largest Independent Tire Dealer
SOLE TO



763897

ACCT	A44 00287	INVOICE	154811
DATE	09-20-1999	TIME	11:54:34 AM

SOLD BY	TRANSACTION TYPE	WORK ORDER #	CUSTOMER PO #	LICENSE	MILEAGE	YEAR / MAKE / MODEL							
	CHARGE	55328		2013234	37279	0094 FORD EXPLORER							
QTY	PRODUCT CODE	PRODUCT DESCRIPTION				PRICE	FET	AMOUNT					
	59121991	153 U JOINT				8.97		8.97					
	00011493	REPLACE UNIV. JOINT				40.00		40.00					
NOTICE: The following conditions apply to all sales except where Seller issues a written warranty. SELLER ASSIGNS TO PURCHASER ALL RIGHTS AND REMEDIES UNDER MFRS. EXPRESS AND IMPLIED WARRANTIES, BUT OTHERWISE EXCLUDES ALL LIABILITY FOR WARRANTY DAMAGES. SPECIAL AND CONSEQUENTIAL DAMAGES FOR LES SCHWAB MFRD. PRODUCTS EXCLUDED TO EXTENT LAW ALLOWS. ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE. Purchaser acknowledges having received the goods described above and having read and received a copy of the security agreement contained on the reverse side hereof.								SALES TAX	.45				
								DISPOSAL TAX	.00				
PURCHASER X								TOTAL	49.42				

CUSTOMER COPY

February 28, 2000

Ann O'Neill
Director, Vehicle Service and Programs
Ford Motor Company
P O Box 1904
Dearborn, MI 48121-1904

Ms. O'Neill

I am writing in response to a recall notice I received recently on my 1994 Explorer. I promptly called a local Ford dealership and had the recalled parts repaired. The service I received from that dealership was excellent and there was no problem in resolving that issue.

My concern, however, comes from another problem with my Explorer in which I have not been able to get any resolution from Ford Motor Company. It is an issue which I feel should be under recall and is not.

I bought my '94 Explorer in March, 1999. My husband and I test drove the vehicle on a busy boulevard and did not drive more than 45 mph. After we purchased the vehicle and were driving home we noticed a vibration in the seats, from the floor and in the driver's side mirror when driving at highway speed (55 - 65 miles per hour). We attributed the vibration to the off-road tires and within a week bought a new set of tires. The vibration which we felt was just as bad as with the off-road tires. We then had the tires re-balanced, the front-end aligned, replaced a rotor on the front wheel which was cracked, and had camber eccentrics installed. All of these repairs were done individually, over a period of several months, in the hopes of eliminating the severe vibration / shaking. The severity of the vibration was not affected by any of these repairs. I finally took the Explorer to Dan Wiebold Ford in Nampa, ID. The service manager drove my Explorer and explained the vibration / aftershake was normal for the 1994 Explorer and gave me a print-out, Article No. 96-4-15 which explains the problem. I was also informed by the service manager this is a design issue which Ford is aware of and they have spent quite some time developing a kit to correct the problem. The service manager told me once the original tires were removed from the vehicle for whatever reason, there is no way to return the tires to the original specifications and the shaking could not be totally eliminated. He said the only way to reduce the vibration was by installing the engine mount and rear axle kit and he felt the installation of the kit was the only way to solve this problem.

The issue I reported to the dealership is identical to the issue described in Article 96-4-15: A vibration / shake is felt in the seat and floor at highway speed (above 50 mph). A severe vibration is visible in all objects laying in the seat and on the floor. The console and all objects in the beverage holders vibrates. Also, objects in the side mirror become distorted at short distances as a result of the vibration. When driving at 25-45 mph over a bump an "aftershake" effect is quite noticeable. It feels as though the car is jumping to the side and under certain road conditions the potential to lose control of the vehicle exists.

My concern is customers who reported concerns to Ford Motor Company received repairs to their vehicle at no cost if it was under warranty. Upon the expiration of the warranty period the kit was available to consumers at the cost of approximately \$1600.00. The problem was created by Ford Motor Company engineers. Regardless of the number of miles this Explorer has been driven, the way the vehicle has been treated, or the tires on the vehicle there will be a vibration / aftershake condition unless we pay out of our pocket for the kit. This is ridiculous. I had no say in whether or not the original owners noticed the vibration or were concerned enough to inquire about a fix to the problem. However, I did make an inquiry about it and was told Ford Motor Company will not provide the repairs to my vehicle because it is not under warranty, no exceptions. This problem is not related to the wear of the vehicle and the severity of the vibration / shaking would be the same after being driven 150,000 miles as it was when the vehicle was new.

I am not an unfair person and do not believe I am asking for anything that is unreasonable. If this were a power train or even an electrical problem I know the warranty has expired and I am responsible for the cost of any repairs. I can not see why an engineering flaw, which Ford Motor Company is aware of and actually created, should cost me \$1600.00. It is my belief that a company aware of a manufacturing problem with their product, which has the potential under certain road conditions to cause harm to passengers in the vehicle, should notify the consumer immediately and offer whatever assistance possible to resolve the problem. This is basic customer service, a courtesy which is getting lost in the free enterprise system. However, I was told Ford Motor Company would not install the kit on my vehicle and if I wanted the repairs made I would have to pay for them. The dealership that I took the vehicle to has a "thank you" sign which reads: "Please accept our appreciation and sincere thanks for letting us serve you. Sometimes in the rush of business life we fail to say thanks loud enough to hear. But you can be sure your patronage is never taken for granted. Our aim is to please and satisfy you. To serve you is a real privilege". When I left the dealership after talking with the service manager about the vibration problem I was neither pleased nor satisfied. I had been told the company would not provide the repairs to my vehicle even though it is a problem created by Ford Motor Company engineers. How is that pleasing to the consumer?

When I returned home I called the customer service number I was given and got a scripted response that the vehicle was no longer under warranty, there was no recall on this issue and therefore I am responsible for any and all repairs, including the installation

of the engine mount and rear axle kit. I then wrote a letter to the CEO of Ford Motor Company and within a couple weeks received a message on my answering machine to call them to discuss this issue. When I called it was the customer service office I had talked with originally and I got the same response. After calling and writing a letter to the company I had gotten no where with the issue. How is that pleasing or satisfying to the customer?

It is my belief that Ford Motor Company should issue a recall on the vehicles effected by the vibration / aftershake. I understand they are not going to do so. However, it is reasonable to expect a company to back their product and assist the consumer with issues relating to problems. That has not happened and I can not see that it will. For this specific problem, I would think if a consumer complains to a Ford dealership of excessive shaking / vibration the company should be willing to offer the kit free of charge. After all, they have been aware of the concern for years and have apparently spent alot of time developing a fix. In my original letter I offered to pay for the installation of the kit if Ford Motor Company would provide the parts at no charge. That, to me, was a fair offer and I am still willing to pay for the installation. Please understand I do not dislike my Explorer. It has several options which I am quite pleased with, but I am very unhappy with the vehicle because of the vibration problem which exists in all driving modes. I have not gotten any one to listen to my concerns and at this point I will not buy another Ford vehicle and will discourage anyone I know from doing so.

Thank you for your time and attention to this matter.





96-4, Publication Date: FEBRUARY 12, 1996

- | | |
|---|--------------------------------|
| <ul style="list-style-type: none">• Vibration - "Aftershake" - Less Than 72 Km/H (45 MPH) - When Driving Over A Bump- 4-Door - Without Engine Block Heater• Vibration - Shake - Above 80 Km/H (50 MPH) - All Driving Modes - Smooth Road Operation - 4-Door - Without Engine Block Heater | Article No.
96-4-15 |
|---|--------------------------------|

LIGHT TRUCK:

1993-94 EXPLORER

This TSB article is being republished in its entirety to delete a Policy Manual reference.

ISSUE:

A vibration/shake may be felt in the seat and/or floor at speeds above 80 km/h (50 mph) and peaking near 105 km/h (65 mph) on some vehicles. This condition is not rpm dependent and occurs at all driving modes, i.e., acceleration, cruise and deceleration. An "aftershake" condition may also exist when driving over a bump at speeds less than 72 km/h (45 mph). This condition may improve with tire balancing or tire exchange, but may not be completely eliminated. This may be caused by the movement frequency of the engine aligning with the tire rotation frequency causing the vibration/shake.

ACTION:

Confirm the vibration/shake condition occurs in all driving modes, including neutral coast. Install new design LH and RH engine mounts and rear axle-to-frame lateral shock absorber kit. Refer to the Service Procedure for details.

This procedure will NOT compensate for:

- Out-of-round or out-of-balance tire/wheel assemblies
- Vibration resulting from abnormal tire wear
- Other tire/wheel quality or out-of-specification issues.

Wheel/tire assemblies may require service if the vehicle is not acceptable following the new engine mount and rear axle shock absorber installation. Refer to the Noise/Vibration/Harshness (NVH) Section of the appropriate year Explorer Service Manual for further details.

NOTE:

THIS TSB ARTICLE DOES NOT APPLY TO VEHICLES WITH ENGINE BLOCK HEATERS. INADEQUATE CLEARANCE EXISTS FOR THE NEW ENGINE MOUNT INSTALLATION WHEN THE VEHICLE IS EQUIPPED WITH AN ENGINE BLOCK HEATER.

SERVICE PROCEDURE

1. Visually inspect the tires for abnormal/irregular wear patterns. If necessary, replace the tire(s) with original equipment type and size. Set tire pressure as specified on the certification label located on the left front door pillar.
2. Check the tire/wheel assembly for correct balance and repair as necessary.
3. If the vibration/shake condition still exists, install the new Engine Mount and Rear Axle Shock

Figure 3 - Article 96-4-15

4. Road test vehicle to verify the concern has been corrected.

The Engine Mount and Rear Axle Shock Absorber Kit (F67Z-6K007-AA) consists of the following:

LH Engine Mount

- One (1) Insulator Assembly (LH)
- One (1) Engine Mounting Bracket
- Four (4) M10x25 Bolts
- One (1) Nut/Washer Assembly
- One (1) M12x1.75 Hex Flange Head Nut

RH Engine Mount

- One (1) Insulator Assembly (RH)
- One (1) Engine Mounting Bracket
- Three (3) M10x25 Bolts
- One (1) Nut/Washer Assembly
- One (1) M12x1.75 Hex Flange Head Nut

Rear Axle-to-Frame Lateral Shock Absorber

- One (1) Axle Pinion Damper
- Three (3) M10 Bolts
- One (1) Shock Absorber
- Two (2) M12 Bolts
- Two (2) M12 Flag Nuts
- One (1) Frame Bracket
- Three (3) M10 Bolts
- Three (3) M10 Nuts
- One (1) Instruction Sheet (I.S. #6611C)

NOTE:

Absorber Kit (F67Z-6K007-AA) (Figures 1, 2, and 3). Refer to the Instruction Sheets included with the kit for service details.

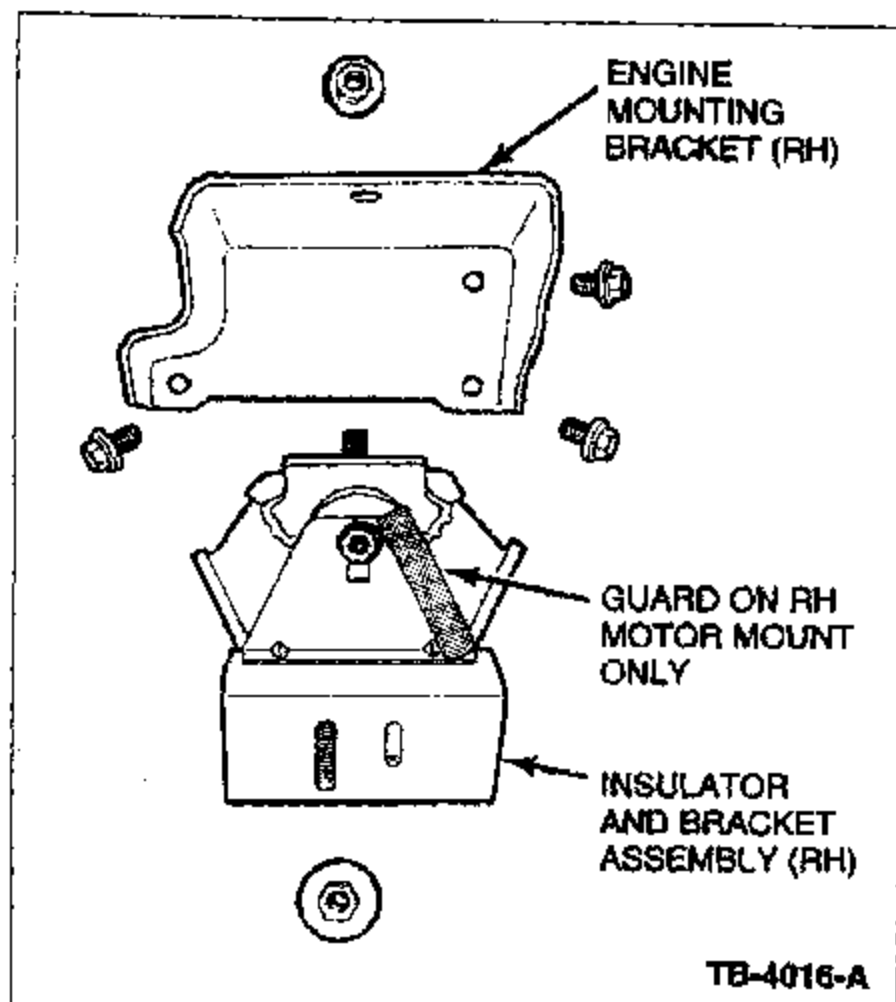


Figure 1 - Article 98-4-15

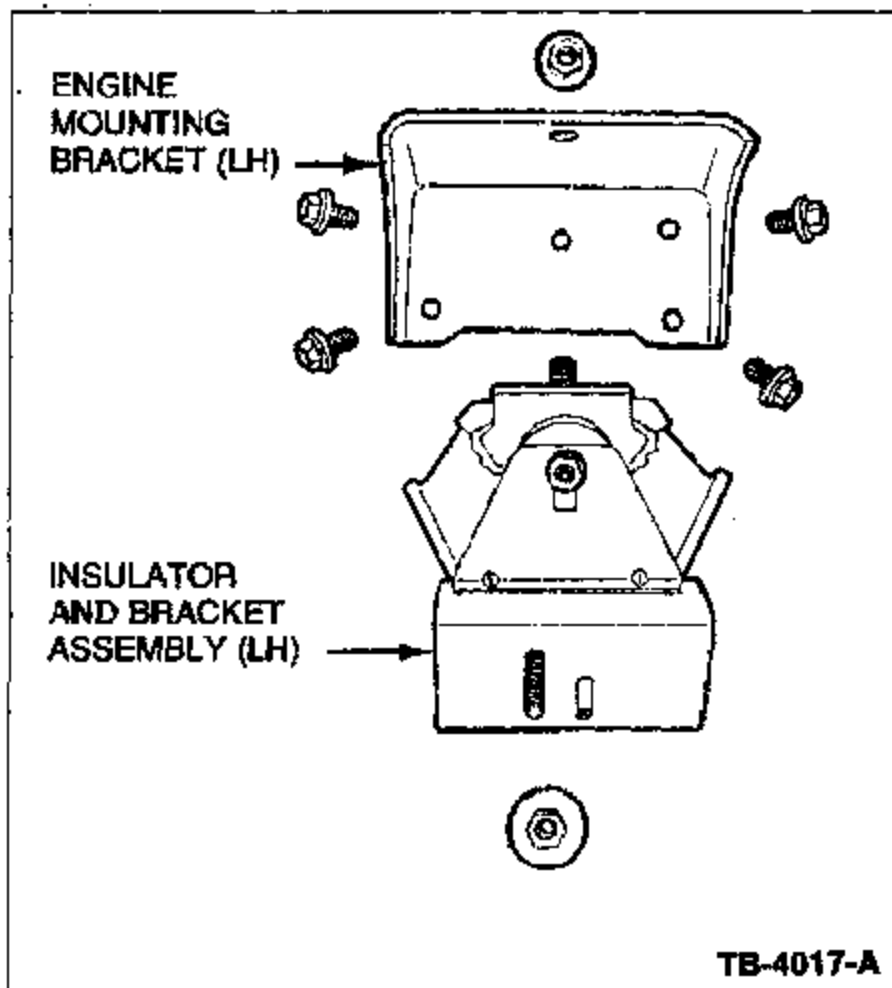
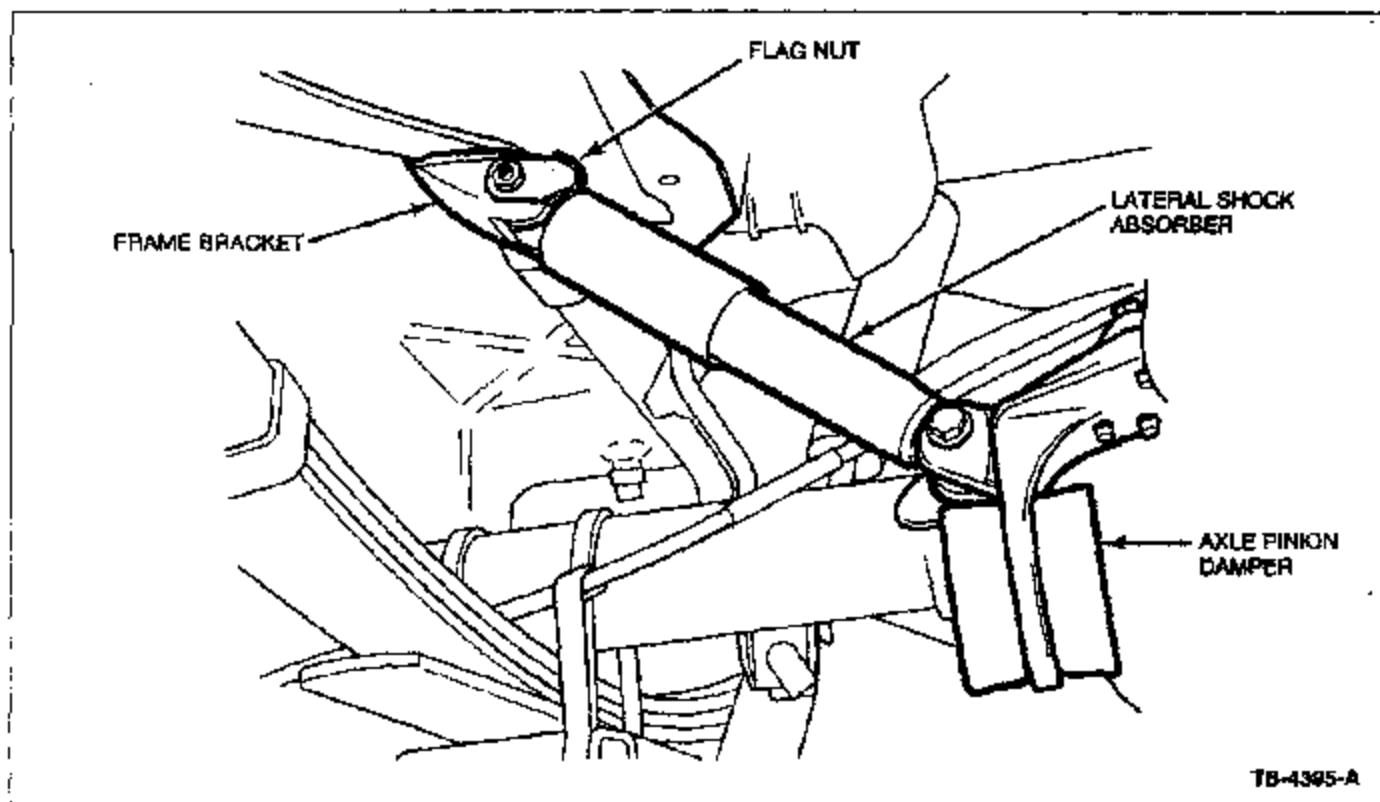


Figure 2 - Article 96-4-15



FOR 1991-92, 4-DOOR, REFER TO TSB ARTICLE «96-4-16». FOR 1991-94, 2-DOOR, REFER TO TSB ARTICLE «96-4-17».

PART NUMBER	PART NAME
F67Z-6K007-AA	Engine Mount And Rear Axle Shock Absorber Kit

OTHER APPLICABLE ARTICLES:

☉ 96-4-17

☉ 96-4-16

SUPERSEDES: 95-21-8

WARRANTY STATUS: Eligible Under The Provisions Of Bumper To Bumper Warranty Coverage

LABOR ALLOWANCE

OPERATION	DESCRIPTION	TIME
960415A	Replace Engine Mount Assemblies And Install Rear Axle Lateral Shock Absorber	2.9 Hrs.

DEALER CODING

BASIC PART NO.	CONDITION CODE
6K007	33

OASIS CODES: 703000, 703200, 703300, 703400



WHEEL ALIGNMENT & TIRE COMPANY, INC.

3705 ARTHUR STREET
CALDWELL, ID 83605
208/454-2573
FAX 208/454-3940

INVOICE RW-100635

S-03/24/99 E-03/24/99

S-11:32 E-11:33

Page: 1

* * * I N V O I C E * * *

Sold: CASH
DO NOT DELETE

Web: 93 FORD EXPLORER
Lic: 13234
Mil: 728749
Exp: 20/0
PO#:

Size	Mech	Part #	Qty	Description	Price	F.E.T.	Total
29	0	FELI19	1.00	ALIGNMENT FRONT END	29.95	0.00	29.95

THANK YOU FOR YOUR BUSINESS.

Signature_____

Subtotal 29.95

Cash	Check #2780	Credit Card	Charge	Sales Tax @ 5.000%	
00.00	\$29.95	\$0.00	16.00		4.00
Total					29.95

Accounts are due and payable by the 10th of the month following date of purchase. Accounts past due are subject to a FINANCE CHARGE computed at the monthly rate of 1 3/4% which is an ANNUAL PERCENTAGE RATE of 21%. Minimum of 50¢.



**WHEEL ALIGNMENT
& TIRE COMPANY, INC.**

3705 ARTHUR STREET
CALDWELL, ID 83605
208/454-2573
FAX 208/454-3940

INVOICE RW-100545

S-03/22/99 E-03/22/99

S-12:38 E-12:59

Page: 1

* * * I N V O I C E * * *

Sold: CASH
DO NOT DELATE

Yeh: FORD EXPLORER
Lic:
Mil: /
Exp: 11/0
Reg:

Slw Mech	Part #	Qty Description	Price	F.E.T.	Total
11 4	LA210R	4.00 ROTATION 10"-13" SWS	2.50	0.00	13.00

THANK YOU FOR YOUR BUSINESS.

Signature _____

Subtotal 10.00

Cash	Check	Credit Card	Change	Sales Tax @ 5.000%	
\$0.00	\$0.00	\$10.00	\$0.00		0.00

Total 10.00

Accounts are due and payable by the 10th of the month following date of purchase. Accounts past due are subject to a **FINANCE CHARGE** computed at the monthly rate of 1 1/4% which is an **ANNUAL PERCENTAGE RATE** of 21%. Minimum of 50¢.

DIATH WIEBOLD



NAMPA ID
P.O. Box 1278
Nampa, Idaho 83653-1278
Phone 466-4615 • 888-1101
Fax 466-8484
1-800-877-7415



PARTS INVOICE

Motorcraft
QUALITY PARTS



WARRANTY DISCLAIMER

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

SOLD TO:
CASH SALE

INVS 077202
CASH

NADA 000000 KOI 50 OF 00
19011/048 015 12/10/99
A15 17119417

FW0F17Z46880 KIT L70 2 28.10 28.10 56.20

SUBTOTAL 56.20

TAX 2.31

TOTAL LINES 1 INVOICE TOTAL 58.51

THANK YOU FOR YOUR BUSINESS

*** NEW FAX NUMBER ** 466-8484 ***

PAGE 001 OF 001

TERMS

Finance charge is collected by a periodic rate of 1.42% per month which is an Annual Percentage Rate of 18%. Interest will be charged on all accounts overdue 30 days. All payments are due by the 15th of the following month. Special ordered parts under \$10.00 not returnable.

NO REFUND OR RETURN WITHOUT THIS INVOICE
NO RETURN ON ELECTRICAL OR SPECIAL ORDER PARTS

15% HANDLING CHARGE ON ALL RETURNED ITEMS.

10% RE-STOCKING CHARGE ON ALL RETURNS. NO RETURNS AFTER 30 DAYS

x *Brenda Stuart*
RECEIVED BY