

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 436

Date Received

04-APR-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

859660

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 on drivers side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
NOT AVAILABLE	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 07300000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 29-MAR-2000 Mileage at Failure(s) _____ 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 TOOK VEHICLE TO DEALER BECAUSE IT WASN'T SHIFTING. DEALER SAID TRANSMISSION NEEDED TO BE REPLACED. CONSUMER HAS 70,000 MILES ON TRUCK, AND IT WAS SERVICED ON TIME. *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.

 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) DOT Auto Safety Hotline 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline	
Date Received: 04 APR 2000 Office: DEFECTS INVESTIGATION Reference No.: 859660		Work Number: 600437 Home Number:	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO		Signature of Owner:	
VEHICLE INFORMATION			
Vehicle Identification No. (VIN) (located at bottom of windshield on driver's side) NOT AVAILABLE	Vehicle Make FORD TRUCK	Vehicle Model EXPLORER	Vehicle Year 1994
Current Odometer Reading 33,000	Engine Size 3.2L		
Fuel Injection ☒ Gas ☐ Diesel ☐ Turbo	No Cylinders 6		
Body Style ☒ 2-Door ☐ 4-Door ☐ Station Wagon ☐ Pick Up Truck ☐ Other	Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other	Drive Train ☒ Front ☐ Rear ☐ All-wheel	Cruise Control ☒ Yes ☐ No
Restraint System ☒ 3-Point Belt ☐ Motorized ☐ 2-Point Belt ☐ Passenger Side Air Bag	Airlock Brakes ☒ Yes ☐ No	Transmission Type ☐ Automatic ☒ Manual	Antilock Brakes ☒ Yes ☐ No
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 473000000	Part Name(s) POWER TRAIN: TRANSMISSION: AUTOMATIC	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 29-MAR-2000	Date(s) of Failure(s) Mileage at Failure(s)	Vehicle Speed at Failure(s)	Failed Part(s) ☐ Yes ☐ No
Available? ☐ Yes ☐ No	Contacted? ☐ Yes ☐ No	NHTSA Previously ☐ 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 Failures
Estimated Property Damage	Reported to Police ☐ Yes ☒ No	NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)	
CONSUMER TOOK VEHICLE TO DEALER BECAUSE IT WASN'T SHIFTING. DEALER SAID TRANSMISSION *AK NEEDED TO BE REPLACED. CONSUMER HAS 70,000 MILES ON TRUCK, AND IT WAS SERVICED ON TIME. The transmission shifts in first gear at very inconsistent times (i.e. entering highway traffic). Estimated by Ford to cost about 4000.00 dollars to repair.			
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CONTINUE ON BACK IF NEEDED

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.*

0 0 7

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)

VIN: 1 FMDU34X3R4D69385

I was also told that the truck needed new shocks, ball joints, and tie-rods. The truck has never been driven off-road or in a harsh manner.

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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.

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

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UNITED STATES