

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

119

Date Received

20-JUL-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

865769

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 vehicle or on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FMDU34X4NUD47311	FORD TRUCK	EXPLORER	1992	

Purchase Date

Dealer's Name

Engine Size

(CID/CCL

☐ 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☐ Motorbelt☐ 2-Point Belt

Cruise Control

☐ Yes☒ No

Drive Train

☐ Front☐ Rear☐ 4-Wheel

Vehicle Type

☐ Car☐ Van☐ Minivan☐ Other☐ Sport Vlt☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☐ 4-Door☐ Stationwagon☐ Pick Up Truck☒ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03290140	Part Name(s) BRAKES:POWER ASSIST:PRIMARY:BOOSTER	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Dates of Failure(s) _____ Mileage at Failure(s) <u>161</u> 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

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

RECALL 96V024000; WHEN DRIVING AND UPON DEPRESSING BRAKE PEDAL TO MAKE A GRAUDAL STOP, BRAKE PEDAL TRAVELED TO THE FLOORBOARD, CAUSING EXTENDED STOPPING DISTANCE. EMERGENCY PARKING BRAKE WAS ENGAGED TO STOP VEHICLE. CONSUMER HAS CONTACTED THE DEALER. DEALER STATED THAT AIR BRAKE BOOSTER ASSEMBLY WAS BAD AND SHOULD BE REPLACED. PLEASE PROVIDE ANY FURTHER DETAILS.*AK

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.

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Date Received

SEP 14 PM 2:14

20-JUL-2000

OFFICE

DEFECTS INVESTIGATION

Od or

Pt dt

Od rt

Up Nr

Reference No.

865769

Work Num

Home Num

OWNER INFORMATION (Type or Print)

621640

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

In the absence of an authorized signature, your name and address to the vehicle manufacturer.

Signature of Owner

Date 07/26/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of
windshield on driver's side)

1FMDU34X4NUD47311

Vehicle Name

FORD TRUCK

Vehicle Model

EXPLORER

Vehicle Year

1992

Current Odometer Reading

162,000

Purchase Date

7-92

Dealer's Name

Sunland Ford

Engine Size
(CID/CC/L)

No Cylinders

☐ Turbo
☐ Diesel
☐ Gas
☒ Fuel Injection

☒ New ☐ Used

City

State

Zip Code

92392

Transmission Type

☐ Manual

☒ Automatic

Antilock Brakes

☒ Yes

☐ No

Restraint System

☒ 3-Point Belt

☐ Driverside Airbag

☐ Passengerside Airbag

☐ Motorbelt

☐ 2-Point Belt

Cruise Control

☒ Yes

☐ No

Drive Train

☐ Front

☐ Rear

☒ 4-Wheel

Vehicle Type

☐ Car

☐ Van

☐ Minivan

☐ Other

☒ Sport Lift

☐ Truck

☐ Motorcycle

Body Style

☐ 2-Door

☐ 4-Door

☐ Stationwagon

☐ Pick Up Truck

☒ Other SUV

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

03290140

Part Name(s)

BRAKES:POWER ASSIST:PRIMARY:BOOSTER

Location

☐ Left

☐ Front

☐ Right

☐ Rear

Failed Part(s)

☐ Original

☒ Replacement

recalled

No of Failures

1

Date(s) of Failure(s)

7-13-200

Mileage at Failure(s)

181

Vehicle Speed at Failure(s)

0-5 miles/hr

Failed Part(s)

Available?

☒ Yes ☐ No

NHTSA Previously

Contacted?

☒ Yes ☐ No

on phone

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

\$206.26

Reported to Police

☐ Yes ☒ No

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

RECALL 96V024000; WHEN DRIVING AND UPON DEPRESSING BRAKE PEDAL TO MAKE A GRAUDAL STOP, BRAKE PEDAL TRAVELED TO THE FLOORBOARD, CAUSING EXTENDED STOPPING DISTANCE. EMERGENCY PARKING BRAKE WAS ENGAGED TO STOP VEHICLE. CONSUMER HAS CONTACTED THE DEALER. DEALER STATED THAT AIR BRAKE BOOSTER ASSEMBLY WAS BAD AND SHOULD BE REPLACED. PLEASE PROVIDE ANY FURTHER DETAILS.*AK I was almost stopped when

I had total brake failure). I called Ford's 800 number and spoke with Ford personell several times. I found out my vehicles in march of 1996 had the power brake assembly replaced.

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)

as part of the recall on this part - The repair was done at Sunland Ford in Victorville, CA. So this makes my current lower Assembly-Break failures is on Recalled/Replaced parts. Ford's customer service response was that it was not their responsibility, stating I had quite a lot of miles on my vehicle. I am a Green driver so only a portion of my miles are involving around town break usage.

I feel that this is not a part that should break so easily. Did Ford use the same faulty part? How do I know my vehicle is safe to operate?

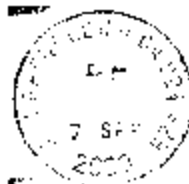
Ford was unconcerned that I had to pay for towing, repair + rental car

★ U.S. G.P.O. 1992-023-897/80086

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
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

