

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 255

Date Received

20-SEP-2000

 Ocl_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

871023

 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.) <small>(Listed at front of windshield or drivers side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
	FORD TRUCK	F250	1997	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Ult <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input checked="" type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07381000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC:OVERDRIVE	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

TRANSMISSION WARNING LIGHT KEEPS FLASHING ON DASH. THIS ONLY HAPPENS IN OVERDRIVE. WHEN THE LIGHT BEGINS TO FLASH VEHICLE STARTS TO JERK. IT STOPS WHEN THE VEHICLE IS TAKEN OUT OF OVERDRIVE. DELAER HAS BEEN CONTACTED.*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>U.S. Department of Transportation National Highway Traffic Safety Administration</p>	<p>DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire (VOQ)</p> <p>NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p>	<p>FOR AGENCY USE ONLY 255</p> <p>Date Received: <u>20-SEP-2000</u></p> <p>OFFICE OF INVESTIGATION DEFECTS INVE</p>	<p>Od. or Mileage: <u>18</u></p> <p>od. r od. r</p> <p>mp. ltr</p> <p>Reference No. 871023</p>
	<p>OWNER INFORMATION (Type or Print)</p> <p>[Redacted] 640411</p>	<p>Work Number</p> <p>Home Number</p>	

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 9/1/00

VEHICLE INFORMATION					
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) <u>1FTFX27L4VNB510</u>	Vehicle Make <u>FORD TRUCK</u>	Vehicle Model <u>F250</u>	Vehicle Year <u>1997</u>	Current Odometer Reading <u>73,000</u>	
Purchase Date <u>9-96</u>	Dealer's Name <u>FREEDOM FORD</u>		Engine Size (CID/CC) <u>5.4L</u>	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection	
<input checked="" type="checkbox"/> New <input checked="" type="checkbox"/> Used	City <u>CLEARWATER</u>	State <u>FL</u>	No. Cylinders <u>8</u>		
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motor/belt <input type="checkbox"/> 2-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other <input type="checkbox"/> Sport Ut <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle
Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input checked="" type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other					

FAILED COMPONENT(S)/PART(S) INFORMATION			
Component <u>07391008</u>	Part Name(s) <u>POWER TRAIN:TRANSMISSION:AUTOMATIC:OVERDRIVE</u>	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures	Date(s) of Failure(s) <u>8-1-00</u>	Mileage at Failure(s) <u>63,000</u>	Vehicle Speed at Failure(s) <u>60 MPH</u>
	Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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

TRANSMISSION WARNING LIGHT KEEPS FLASHING ON DASH. THIS ONLY HAPPENS IN OVERDRIVE. WHEN THE LIGHT BEGINS TO FLASH VEHICLE STARTS TO JERK, IT STOPS WHEN THE VEHICLE IS TAKEN OUT OF OVERDRIVE. DELAER HAS BEEN CONTACTED.*AK

VEHICLE HAS TO BE STOPPED AND TURNED OFF WHEN YOU TAKE IT OUT OF OVERDRIVE. WILL NOT COME OUT WHEN ENGINE RUNNING. FORD SHOWS THE PROBLEM IN THEIR MANUAL.

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TELLS YOU TO TAKE IT TO A FORD DEALER-BUT THE DEALER HAS NO CLUE TO REPAIR IT.



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO. 78173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATIONALLY REGISTERED MAIL ADMINISTRATION

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

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

WE HAD TAKEN THIS TRUCK TO TWO FORD DEALERS
IN WISCONSIN - THE FIRST DEALER SAID WE WANTED
TO HAVE THE TRANSMISSION FLUID CHANGED - WE
HAD DONE THAT IN FEB. 8000 BUT HAD IT CHANGED
AGAIN. THEY PUT THE TRUCK ON A COMPUTER BUT
COULD NOT GET A READING AS TO THE PROBLEM BUT
TOLD US IT WOULD COST \$550. AND THEN THEY WEREN'T
SURE IF IT WOULD BE FIXED. WE THEN TOOK IT TO
A FORD DEALER WHO HOOKED IT IN A COMPUTER AND
COULDN'T GET A READING. THEY HOOKED IT TO A FLIGHT
NAVIGATOR - STILL NO READING, THEY TOLD US TO DRIVE IT THE
IT BROKE. WE MADE IT BACK TO FLORIDA AND CALLED FORD THEY
TOLD US TO TAKE IT TO FORD DEALER AND HAD FREEDOM
FORD CALL US AND TOLD US HE WOULD HOOK IT TO THE
COMPUTER - WE HAD ALREADY DONE THAT TWICE TO THE
TUNE OF ALMOST \$1000 WITH NO ANSWERS. WE TOOK
IT TO A TRANS. DEALER WHO SAYS HE FOUND THE PROBLEM
\$1500. TO \$3000. TO FIX. WE FEEL FORD SHOULD HAVE COME
UP WITH AN ANSWER THE FIRST TIME.

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.										
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)