

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

20-SEP-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

871055

 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) 1FMCU22X7NUD83468	Vehicle Make FORD TRUCK	Vehicle Model EXPLORER	Vehicle Year 1992	Current Odometer Reading
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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 08500000	Part Name(s) ELECTRICAL SYSTEM:IGNITION	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 12-SEP-2000 Mileage at Failure(s) 46996 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)

WHILE DRIVING VEHICLE STOPPED RUNNING, WARNING LIGHT CAME ON, AND CONSUMER WENT IMMEDIATELY TO A PARKING SPACE. TOOK TO DEALER, AND DEALER SAID MODULE NEAR THE BATTERY HAD DIRT IN IT. CONSUMER STATED THERE WAS NO DUST IN CITY. DEALER PUT IN THE MODULE. CONSUMER SAID WHEN VEHICLE CUT OFF THERE WAS NO POWER STEERING/ BRAKES, EVERYTHING STOPPED. *AK

CONTINUED ON BACK (SEE)

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

OCT 11 PM 12:18

20 SEP 2000

DEFECTS INVESTIGATION

Od_or

rt_dt

od_rt

up_ltr

Reference No.

871055

OWNER INFORMATION (Type or Print)

840499

Work Number

Home No.

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

☒ YES☐ NO

In the absence of _____, to the vehicle manufacturer.

Signature of Owner

Date 10/19/00

VEHICLE INFORMATION

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

1FMCU22X7NUD83468

Vehicle Make

FORD TRUCK

Vehicle Model

EXPLORER

Vehicle Year

1992

Current Odometer Reading

48,47,050

Purchase Date

Aug 1992

Dealer's Name

CITRUS MOTORS

Engine Size

(CID/CC/L 4.0L

☐ Turbo☐ Diesel☒ Gas☒ Fuel Injection

No Cylinders

6

Transmission Type

☐ Manual☒ Automatic

Antilock Brakes

☒ Rear☒ 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☐ Van☐ Minivan☐ Other☒ Sport Lift☐ Truck☐ Motorcycle

Body Style

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

08500000

Part Name(s)

ELECTRICAL SYSTEM:IGNITION

Location

☐ Left☒ Front☐ Right☐ Rear

Failed Part(s)

☒ Original☐ Replacement

No of Failures

2

Date(s) of Failure(s)

12-SEP-2000

Mileage at Failure(s)

48896

Vehicle Speed at Failure(s)

40 mph 5 mph

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

0

Reported to Police

☐ Yes☒ No

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

WHILE DRIVING VEHICLE STOPPED RUNNING, WARNING LIGHT CAME ON, AND CONSUMER WENT IMMEDIATELY TO A PARKING SPACE. TOOK TO DEALER, AND DEALER SAID MODULE NEAR THE BATTERY HAD DIRT IN IT. CONSUMER STATED THERE WAS NO DUST IN CITY. DEALER PUT IN THE MODULE. CONSUMER SAID WHEN VEHICLE CUT OFF THERE WAS NO POWER STEERING/ BRAKES, EVERYTHING STOPPED. *AK Vehicle was towed to No. Co. Ford Vista, Calif. on 12 Sept 00. Phone call from them on Fri 15 Sept 00 indicated dirt caused module next to battery to malfunction. John Ruiz, the technician who replaced the two parts, confirmed this over the phone in the presence of David La Pp, service advisor. As a result of a conversation with service mgr.

CONTINUE ON BACK IF NEEDED

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INFORMATION ON THE FAILURE(S) (IF APPLICABLE)

SIZE

NARRATIVE DESCRIPTION (CONTINUED)

ON TOP OF THIS MY FIRESTONE ORIGINAL TIRES (5) ARE ANOTHER MICHELIN REPLACEMENTS. I DRIVE WITH GREAT CARE THESE DAYS ONE THING MORE - I HAVE THE TWO REPLACED PARTS IN MY POSSESSION.

☆ U.S. G.P.O. : 1967 - O-344-167 / 50000

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

102504

193342

INVOICE



450 West Vista Way
Vista, CA 92083
(888) 945-9900
Fax (760) 945-9545

PAGE 1

BUS:

SERVICE ADVISOR: 1964 DAVID LAPP

COLDW		YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED		92	FORD EXPLORER	1FMCU22X7NU083468		46996/46999	T9649	
DEL DATE		PROD DATE	WARR EXP	PROMISED	NO NO	RATE	PAYMENT	INV DATE
01 JAN 2005		01 JUL 92		19:00 15SEP00			CASH	15SEP2000
P.O. OPENED		READY		OPTIONS: ENG:4.0 Liter EFI				
13SEP00		15SEP00						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES: / DIES WHILE DRIVING WILL RESTART HAS HAPPENED SEVERAL TIMES IN / LAST FEW DAYS							
S1 SEE STORY							
			1970	CF		206.61	206.61
			1 F4ZZ*12K072*B CONTROL ASY-IGNITION ELRC DIST	270.16	270.16	270.16	
			1 F0TZ*6C315*D SENSOR ASY CRANKSHAFT TIMING	76.67	69.00	69.00	
46999 DEEP CRANK SENSOR, IDES MODULE ASSY. 3.0 ESC DIAG REPLACED EDIS MODULE ASSY. REPLACED- CRANK SENSOR. RETESTED OK. ROAD TESTED OK.							
B CUSTOMER STATES: / PLEASE SET TIRES AT 33 PSI /							
91 SET TIRE PRESSURE							
			1970	CF		0.00	0.00
46999 N/C ADDED AIR TO 33 PSI ON TIRES							
C * VEHICLE WASH * ... PERFORM COMPLIMENTARY VEHICLE WASH, NO CHARGE TO CUSTOMER (* a \$7.95 value *)							
WASH * VEHICLE WASH * ... PERFORM COMPLIMENTARY VEHICLE WASH, NO CHARGE TO CUSTOMER (* a \$7.95 value *)							
			9991	CF		0.00	0.00
EST: 75.00 13SEP00 11:16 SA: 196							
EST: 588.00 15SEP00 18:12 SA: 196							
CONTACT: BRAD 731-3333							
OK TO DO WORK							

We accept all major credit cards

Service and Parts Dept Hours
Monday thru Friday 7:00 am - 9:00 pm
Saturday 8:00 am - 4:00 pm



MISSION STATEMENT

"YOU CAN COUNT ON US"

ORIGINAL ESTIMATE

AUTHORIZED ADDITIONS

NOTICE TO CONSUMER
PLEASE READ IMPORTANT INFORMATION ON BACK.
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INS./ADJ.	
SALES TAX	
PLEASE PAY THIS AMOUNT	

BAR # AH 185289

EPA# CAL 000130556
CUSTOMER COPY

102504

193342

INVOICE



450 West Vista Way
 Vista, CA 92083
 (888) 945-9900
 Fax (760) 945-9545

PAGE 2

SERVICE ADVISOR: 1964 DAVID LAPP

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	92	FORD EXPLORER	1FMCU22K7NU083468		46996/46999	T9649	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN2005	01JUL92		19:00 15SEP00			CASH	15SEP2000
R.O. OPENED		READY	OPTIONS: ENG:4.0_Liter_EFI				
13SEP00		15SEP00					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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BAR # AH185269

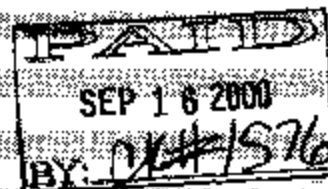
EPA # CAL000130555

DIRECT LINE INTO SERVICE 1-888-945-9900

THANK YOU FOR CHOOSING NORTH COUNTY FORD

IF YOU HAVE QUESTIONS OR CONCERNS PLEASE CALL

CUSTOMER RELATIONS @ 1-888-258-3613



We accept all major credit cards	MISSION STATEMENT	ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
		NOTICE TO CONSUMER PLEASE READ IMPORTANT INFORMATION ON BACK. I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.		LABOR AMOUNT	206.61
Service and Parts Dept Hours Monday thru Friday 7:00 am - 8:00 pm Saturday 8:00 am - 4:00 pm	"YOU CAN COUNT ON US"			X _____ CUSTOMER SIGNATURE	PARTS AMOUNT
		GAS, OIL, LUBE	0.00		
			SUBLET AMOUNT	0.00	
			MISC. CHARGES	0.00	
			TOTAL CHARGES	545.77	
			LESS INS. ADJ.	0.00	
			SALES TAX	26.28	
			PLEASE PAY THIS AMOUNT	572.05	

BAR # AH 186269

EPA# CAL 000130555

CUSTOMER COPY