

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

25-OCT-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

873794

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 FORD TRUCK	Vehicle Model EXPLORER	Vehicle Year 1992	Current Odometer Reading
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 ☐ 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 _____					

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 13640000	Part Name(s) STRUCTURE:HATCHBACK HYDRAULIC CYLINDER:TRUNK CYLIND	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) _____ 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)

THE SUPPORT BRACKET THAT SUPPORTS LIFTGATE BROKE. THERE HAS ALREADY BEEN A RECALL, BUT THIS VEHICLE WAS NOT INCLUDED.*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.

DOT Auto Safety Hotline		FOR AGENCY USE ONLY 255	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline	
OWNER INFORMATION (Type or Print) [Redacted] 650106		DEFECTS INVESTIGATION Date Received: 25-OCT-2000 Office: [Redacted] Reference No.: 873794 Work Number: [Redacted] Home Number: [Redacted]	
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: [Redacted] Date: 11/6/2000			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year
1FMDU34X8NUA24119	FORD TRUCK	EXPLORER	1992
Purchase Date: 3-9-1992	Dealer's Name: Capital Ford		Current Odometer Reading: 83504
☐ New ☒ Used	City: Raleigh State: N.C. Zip Code: [Redacted]	Engine Size (CID/CC/L): 4.0 Ltr	☐ Turbo Diesel Gas ☒ Fuel Injection
Transmission Type: ☒ Manual ☐ Automatic	Antilock Brakes: ☒ 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 ☒ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other
			Body Style: ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other SVT
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component: 13640000	Part Name(s): STRUCTURE:HATCHBACK HYDRAULIC CYLINDER:TRUNK CYLINDER MOUNTING BRACKET	Location: ☒ Left ☐ Right ☐ Front ☒ Rear	Failed Part(s): ☒ Original ☐ Replacement
No of Failures: 1	Date(s) of Failure(s): 10-16-2000 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: 0	Number of Fatalities: 0
		Estimated Property Damage: 0	Reported to Police: ☐ Yes ☒ No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
THE SUPPORT BRACKET THAT SUPPORTS LIFTGATE BROKE. THERE HAS ALREADY BEEN A RECALL, BUT THIS VEHICLE WAS NOT INCLUDED. *AK THERE ARE 3 recalls connected to either the support brackets or the cylinders. THIS particular failure is different than the other types of failures. See reverse for details. The bracket broke while my wife was driving. If it broke with the Tailgate open and she had been under it, it would have broken her back or killed her. ONE cylinder will not hold the door up by itself. THIS IS A VERY serious SAFETY defect.			
CONTINUE ON BACK IF NEEDED			
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U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

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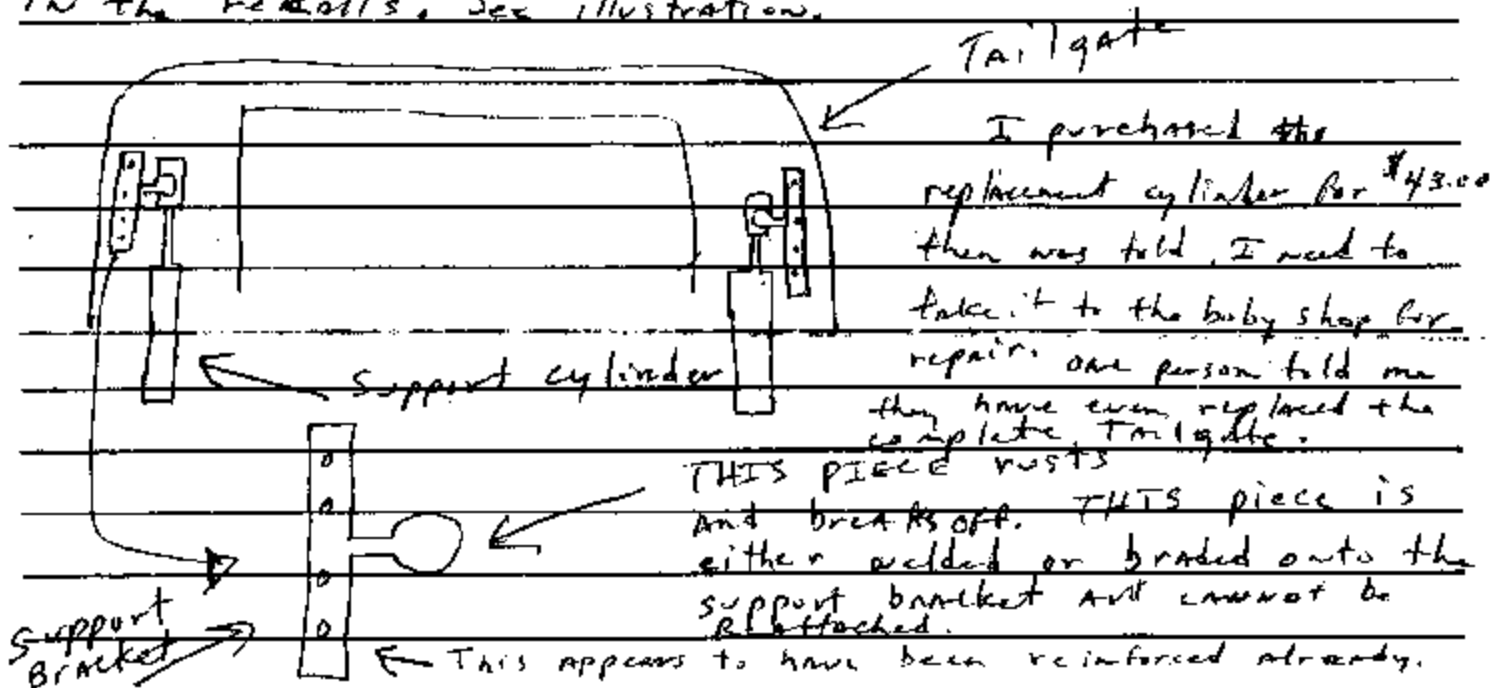
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Ford is asking for me to pay for the complete repair. The cost is \$8.43 for bracket, \$43.00 for cylinder, plus \$100.00 - 200.00 in the body shop to repair ONE SIDE. The other side is ready to break also. This is a safety problem, not a personal maintenance issue. I have taken very good care of the vehicle.

It appears to me based on the information in the recalls that this is a slightly different break than what appears to be in the recalls. See illustration.



NARRATIVE DESCRIPTION (CONTINUED)									
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 tire.									
SIZE		MANUFACTURER/TIRE NAME							
TIRE IDENTIFICATION NO.									
INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)									
Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail									