



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393

DC METRO AREA (202) 366-0123

INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY

137

Date Received

22-FEB-2001

Od_or

rt_dt

pd_rt

ip_ltr

Reference No.

881174

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 bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FMDU34X7TUC46714	FORD TRUCK	EXPLORER	1996	
Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) _____ No Cylinders _____	☐ 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 Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____		Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02440000	Part Name(s) SUSPENSION: SINGLE AXLE: REAR: SWAY BAR	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 0	Date(s) of Failure(s) 20-FEB-2001 Mileage at Failure(s) 66000 Vehicle Speed at Failure(s) 0	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	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER HAD FOUND A SAFETY NOTICE FROM MANUFACTURER THAT VEHICLE MAY BE AFFECTED WITH SWAY BAR PROBLEM. CONSUMER HAD EXPERIENCED THIS PROBLEM WHEN DRIVING OVER A POTHOLES, COULD FEEL VEHICLE WANDERING SIDE TO SIDE. THEN, HAD TAKEN VEHICLE FOR CHECK UP, AND DEALER TOLD CONSUMER THAT VEHICLE COULD NOT BE TAKEN CARE UNDER RECALL BECAUSE THEY FOUND OUT THAT VEHICLE HAD BEEN INVOLVED IN A WRECK. *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.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 197 Date Received: <u>MAR 14 2001</u> 22-FEB-2001 OFFICE DEFECTS INVESTIGATION Od_or _____ rt_dt _____ bd_rt _____ up_itr _____ Reference No. 881174 Work Number _____ Home Number _____	
OWNER INFORMATION (Type or Print) [Redacted] 676073		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: <u>3/7/2001</u>	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) 1FMDU34X7TUC46714		Vehicle Make FORD TRUCK Vehicle Model EXPLORER Vehicle Year 1996 Current Odometer Reading 66,300	
Purchase Date _____ ☐ New ☒ Used		Dealer's Name <u>CLASSIC FORD</u> City <u>BENTON HARBOR</u> State <u>MI</u> Zip Code <u>49085</u> Engine Size (CID/CC/L) _____ No Cylinders <u>6</u>	
Transmission Type ☐ Manual ☒ Automatic		Antilock Brakes ☒ Yes ☒ No	
Restraint System ☒ 3-Point Belt ☐ Motorbelt ☒ Driver's Side Airbag ☐ 2-Point Belt ☐ Passenger's Side Airbag		Cruise Control ☒ Yes ☒ No	
Drive Train ☐ Front ☐ Rear ☒ Wheel		Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other ☒ Sport Utl ☐ Truck ☐ Motorcycle	
Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other			
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 02440000 Part Name(s) <u>SUSPENSION: SINGLE AXLE REAR: SWAY BAR FRONT</u>		Location ☐ Left ☐ Right ☒ Front ☐ Rear Failed Part(s) ☐ Original ☐ Replacement	
No of Failures 0 Date(s) of Failure(s) <u>20-FEB-2001</u> Mileage at Failure(s) <u>66000</u> Vehicle Speed at Failure(s) <u>0</u>		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		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
CONSUMER HAD FOUND A SAFETY NOTICE FROM MANUFACTURER THAT VEHICLE MAY BE AFFECTED WITH SWAY BAR PROBLEM. CONSUMER HAD EXPERIENCED THIS PROBLEM WHEN DRIVING OVER A POTHOLE, COULD FEEL VEHICLE WANDERING SIDE TO SIDE. THEN, HAD TAKEN VEHICLE FOR CHECK UP, AND DEALER TOLD CONSUMER THAT VEHICLE COULD NOT BE TAKEN CARE UNDER RECALL BECAUSE THEY FOUND OUT THAT VEHICLE HAD BEEN INVOLVED IN A WRECK. *AK VEHICLE IS IN PERFECT WORKING CONDITION. CONSUMER KNEW NOTHING OF A "BRANDED" TITLE WHEN VEHICLE WAS PURCHASED 2 YEARS AGO. (Consumer claim 3.00) NOT IN TITLE			
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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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U.S. G.P.O. 1982-1983-205-10000

AFTER PAYING FOR REPAIRS OF THE RECALL, AND LETTING THE DEALER KNOW
I CONTACTED YOUR OFFICE. THE DEALER SENT ME A REIMBURSEMENT
CHECK IN THE MAIL ONE WEEK LATER. THANK YOU FOR
YOUR HELP. ONE WONDERS HOW MANY MORE PEOPLE HAVE THE SAME PROBLEMS
AS I DID.

AS YOUR OFFICE COMMUNICATED TO ME, IF THE VEHICLE IS LEGALLY ROAD WORTHY THE
MANUFACTURER MUST STILL BE RESPONSIBLE FOR PAYING RECALL BILLS.
I WAS SURPRISED THE FORD CUSTOMER SERVICE DID NOT SEE IT THIS WAY.
DISAPPOINTED REPS.

THANKS AGAIN, I THINK PRESSURE FROM YOUR DEPARTMENT MAY HAVE
HELPED TO RESOLVE THIS INCIDENT!

FOLD TO SHOW RETURN ADDRESS (NO STAMP NEEDED) FASTEN WITH TAPE OR STAPLE AND MAIL									
INFORMATION ON THE FAILURE (IF APPLICABLE)									
THE 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)									