



U.S. Department of Transportation
National Highway Traffic Safety Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8393
 DC METRO AREA (202) 366-0123
 INTERNET: <http://www.nhtsa.dol.gov>

Use a No. 2 pencil or a blue or black ink pen only.
CORRECT MARK: ●

FOR AGENCY USE ONLY

Date Received: 8/1/01
 File No. _____
 Color _____
 Make _____
 Model _____
 Year _____

OWNER INFORMATION (Type or Print) _____ **DAYTIME TELEPHONE NUMBER** _____

Signature of Owner: _____
 Signature of Manufacturer: _____

VEHICLE INFORMATION

VEHICLE IDENT. NO. (VIN) (Located at bottom of windshield on driver's side): 1FTEF15M95L A67704 VEHICLE MAKE: 1996 Ford VEHICLE MODEL: XLT Plus MANUFACTURE DATE: 0.C.T. 95 MODEL YEAR: 1996

VEHICLE MANUFACTURER:
 BMW Ford Honda Nissan Subaru Volvo Other
 DaimlerChrysler General Motors Hyundai Saab Toyota VW

PURCHASE DATE: 4-7-99 DEALER'S NAME: TRANUM Ford-Merc. Gatesville TX CITY: Gatesville TX STATE: TX ZIP CODE: 76528

ENGINE SIZE: 3.0L/180 FUEL SYSTEM: Turbo Fuel Injection FUEL TYPE: Diesel Gas TRANSMISSION TYPE: Manual Automatic ANTILOCK BRAKES: Yes No RESTRAINT SYSTEM: Driver Airbag 2-Point Belt Passenger Airbag/Airbag Motor Belt 3-Point Belt CRUISE CONTROL: Yes No

DRIVETRAIN: Front 4 Wheel Rear VEHICLE TYPE: Car Minivan Truck Other Van Sport Utility Motorcycle DOORS: 2-Door 4-Door BODY STYLE: Hatchback Sedan Pick-Up Truck Stationwagon

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT:
 Child Seat
 Electrical Lights & Alarms
 Engine & Cooling System
 Equipment
 Fuel System, Exhaust
 Heater, Defrost, Ventilation
 Interior
 Parking Brake
 Power Train
 Service Brakes
 Steering
 Suspension
 Visual Systems
 Other _____

NO. OF FAILURES:
 1 2 3 4 5 6 7 8 9 10

INCIDENT DATE: _____ TIRE NAME: _____ COMPLETE TIRE SIZE: _____

MILEAGE AT INCIDENT: _____ TIRE BRAND: _____

VEHICLE SPEED AT INCIDENT: _____ FAILED PART(S): _____

HANDICAPPED ADAPTIVE: Yes No FAILED PART(S) AVAILABLE?: Yes No NHTSA PREVIOUSLY CONTACTED?: Yes No

APPLICABLE 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 NUMBER OF PERSONS INJURED: 0 1 2 3 4 5 6 7 8 9 10

FIRE: Yes No NUMBER OF FATALITIES: 0 1 2 3 4 5 6 7 8 9 10

CAUSE OF INCIDENT:
 Wear/Corroded/Rust Noisy
 Weak/Poor Fit/Loose Leaks
 Cut/Torn Short
 Disconnected/Fall Off Locks/Straps/Grabs
 Error of Poor Performance Stability/Vibration
 Excessive Effort Broken

RESULT OF INCIDENT:
 Explosion/Fire
 Loss of Control
 Poor Visibility
 Inadvertent Start
 Roll-over
 Stale
 Sudden Acceleration

PLEASE DO NOT WRITE IN THIS AREA



03410

7-24-01

03410

On 4/7/99 I purchased a (loaded) 1996 Ford XLT Pick-up with 20907 miles on it. This vehicle had been leased to a man on a 3-year basis. I spoke with the leasee & was told that at about 10000 miles the transmission went out & was repaired by the leasor, TRANUM FORD-MERCURY in Gatesville, Tx. 76528. (I have no idea what was done to repair it but the leasee said he had had no more trouble.) Then on 8/10/99, about 4 months after I purchased the vehicle, the transmission went out again with 21828 miles on it. TRANUM FORD-MERCURY again repaired the vehicle but said I had to pay \$69.93 as my part(which I did pay). Then on 5/3/01 the transmission again went out with only 25955 miles on the vehicle. That's just 4117 miles driven from the time of previous repair. (NOW BEAR IN MIND THIS 1996 FORD XLT P/U ONLY HAS 26677 MILES ON IT AS OF THIS DATE, 7/24/01.) However, TRANUM FORD-MERCURY would not pay anything on the repairs this time, instead they charged me \$30.37 just to look at it. They said the warranty had run out even though the vehicle had not been driven 10000 miles from time of last repair. I then went to a transmission shop that specializes in transmission repairs and paid \$842.15 to repair transmission. I believe this transmission was a FACTORY DEFAULT from the beginning. Since the local dealer would not do the repairs, I called FORD MOTOR CO. but was told they would do nothing either.

