



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

2007 JUL -3 AM 10:59
17-APR-2007

Reference No.
10188129

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City OAKLAND State CA Zip Code [REDACTED]

Business Telephone Number [REDACTED]
E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorized signature, provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 6/20/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FMZU73E [REDACTED] Make FORD Model EXPLORER Model Year 2002
Date Purchased 01-APR-02 Dealer's Name and Telephone Number Broadway Ford
Original Owner ☒ Dealer's City Oakland State CA Zip Code 94612
Engine: No. Cylinders 6 Fuel Type: Gas
Transmission Type AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control Powertrain 4 WHEEL DRIVE
Vehicle Component Code 022000 SUSPENSION: REAR
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01-MAY-2006 Failure Mileage 83000 Failure Speed 50 wheel hubs / bearings

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036) ☐ Original Equipment ☐ Prior Repair Failure Location:
Tire Component Code [REDACTED] Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name:
Seat Type: [REDACTED] Installation System:
Child Seat Component Code: [REDACTED] Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash ☐ Yes ☒ No Failure ☐ Yes ☒ No Number of Persons Injured 0 Number of Deaths 0 Reported to Police N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL*- THE CONTACT OWNS A 2002 FORD EXPLORER. WHILE DRIVING 50 MPH HE HEARD A LOUD NOISE COMING FROM THE REAR WHEELS. THE MECHANIC STATED THAT THE WHEEL BEARINGS WERE RUSTED AND SHOULD BE REPLACED. THE DEALER MADE THE REPAIR. THE FAILURE MILEAGE WAS 83,000 MILES AT THE TIME OF THE REPAIR. THERE HAD NOT BEEN ANY OTHER OCCURRENCES SINCE THE REPAIR. THE VEHICLE'S CURRENT MILEAGE WAS 95,000 MILES. *AK

NOTE: wheel hub repairs were made by independent repair shop; not by dealer.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Two wheel hubs with wheel bearings had to be replaced due to rust damage at about 83,000 miles (1 year beyond warranty). This vehicle had not been driven in water and the hubs and bearings should not have rusted out at that mileage. Repairs cost about \$900.00 and were performed by Diablo Services, Lafayette, Ca. (925) 284-2120.

ATTACH ADDITIONAL SHEETS IF NECESSARY

DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
400 7TH ST SW
WASHINGTON DC 20590

OFFICIAL BUSINESS

OAKLAND, CA 946

20 JUN 2007 PM 10 T



BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO 1868 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE

US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214



Think your vehicle
has a safety defect?



If so:
Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236

www.nhtsa.gov
NHTSA

Vehicle Owner's Questionnaire (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration