



## DOT Auto Safety Hotline

U.S. Department  
of TransportationNational Highway  
Traffic Safety  
Administration

## 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 ☐

01-JUL-2009

Reference No.  
10275484

## OWNER INFORMATION (Type or Print)

Name

Address

City

CENTRALIA

State

IL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 07/15/09

## VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

2FALP73W0RX

Make

FORD

Model

CROWN VICTORIA

Model Year

1994

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple-Failure:

Incident Date(s)

12-OCT-2008

☐ Cruise Control

## FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 020000 SUSPENSION; 021520 SUSPENSION: FRONT: CONTROL ARM: UPPER BALL JOINT; 021540 SUSPENSION: FRONT: CONTROL ARM: LOWER BALL JOINT

Failure Mileage

40000

Failure Speed

20

## ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment  
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

## ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

## APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ 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 1994 FORD CROWN VICTORIA. THE CONTACT STATED THAT THE UPPER AND LOWER BALL JOINTS WERE VERY NOISY WHILE DRIVING 20 MPH. HE SUGGESTED THAT THEY MAY BE RUSTY DUE TO THE HIGH PITCH NOISE HE HEARS THROUGHOUT THE VEHICLE. THE CONTACT INSPECTED THE BALL JOINTS AND STATED THAT THEY APPEARED TO BE DAMAGED. THE VEHICLE HAS NOT YET BEEN INSPECTED BY A DEALER OR MECHANIC. THROUGH ONLINE RESEARCH, HE FOUND NHTSA CAMPAIGN ID NUMBER 98V322000 (SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT). THE MANUFACTURER STATED THAT THE VIN WAS EXCLUDED FROM THE RECALL. THE CONTACT BELIEVES THAT IT SHOULD BE INCLUDED SINCE THE FAILURES WERE IDENTICAL. THE FAILURE MILEAGE WAS 40,000 AND CURRENT MILEAGE WAS 48,000.

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 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.