

784382

From: [REDACTED]
To: Young, Beverly <NHTSA>, Jimenez, Alberto <NHTSA>, Chiang, George <NHTSA>
Date: 1/1/00 12:57AM
Subject: Car Talk VOQ submission

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SUBMISSION DATE: Friday, December 31st 1999 at 1:03:48 PM

VEHICLE OWNER'S QUESTIONNAIRE
=====

OWNER INFORMATION

NAME: [REDACTED]
ADDRESS: [REDACTED]
TELEPHONE: [REDACTED]

NHTSA authorized to send a copy of this report to the manufacturer: No

VEHICLE INFORMATION

VIN: IFMDU32XONUB82912
MAKE: FORD
MODEL: EXPLORER
YEAR: 1992

ODOMETER:
PURCHASE DATE: NEW OR USED: Used

DEALER NAME: GWINNETT MALL MOTORS, INC.
ADDRESS: DULUTH, GA 30136

ENGINE SIZE:
CYLINDERS: 6

FUEL INJECTION: No
TURBO: No
FUEL TYPE: Gas
ANTILOCK BRAKES: No
CRUISE CONTROL: Yes
DRIVETRAIN:

DRIVER AIRBAG: No
PASSENGER AIRBAG: No
3-POINT BELT: No
MOTOR BELT: No
2-POINT BELT: No
BODY STYLE: 4-Door

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT: DOOR HANDLES

PART NAME(S): ALL FOUR DOOR HANDLES HAVE
CRACKED. TWO HAVE COMPLETELY
FALLEN OFF AND THE OTHER TWO ARE
CRACKED, LOSE AND COMING OFF.
DEFECTIVE PLASTIC USED IN
MANUFACTURING, CONCERNED WITH
SAFETY AND NOT BEING ABLE TO
EXIT CAR WITHOUT ASSISTANCE.

LOCATION:

NUMBER OF FAILURES: FOUR

DATE(S) OF FAILURES: 1997, 1998

MILEAGE AT FAILURE(S):

SPEED AT FAILURE(S):

MANUFACTURER CONTACTED: Yes

NHTSA CONTACTED: No

APPLICABLE ACCIDENT INFORMATION

ACCIDENT:

FIRE:

NUMBER OF PERSONS INJURED:

NUMBER OF FATALITIES:

ESTIMATED PROPERTY DAMAGE: \$

DRIVER AIRBAG DEPLOYED:

PASSENGER AIRBAG DEPLOYED:

REPORTED TO POLICE:

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

DOT NUMBER: DOT
TIRE MANUFACTURER:
TIRE NAME:
TIRE SIZE:

ADDITIONAL COMMENTS

Contacted Ford customer service and they said this was not a defect because they have not ordered a recall. They also stated that the car is no longer under warranty and therefore it was our problem to fix. I am alarmed that such a serious safety issue is not addressed as such by Ford Motor Co.

The plastic on the door panels started with hairline cracks radiating from the handles and then developed into chunks of plastic breaking loose and handles falling off. Obviously the plastic is defective or the design of the handles miscalculated on their strength and durability.

END OF FORM