


DOT Auto Safety Hotline		FOR AGENCY USE ONLY 1399	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4230 www.nhtsa.dot.gov/hotline	
OWNER INFORMATION (Type or Print) PICO RIVERA		Date Received 17-08 18-OCT-2002	Od_or rt_or od_rt up_lr _____ _____ _____ _____
Do you authorize _____ to the manufacturer of your vehicle? In the absence of _____ provide your name and address to the vehicle manufacturer.		YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> Date 7/12/03	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Reported at bottom of windshield on driver's side) 1FALP52U1PG129658	Vehicle Make FORD	Vehicle Model TAURUS	Vehicle Year 1996
Purchase Date <input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's Name City _____ State _____ Zip Code _____	Engine Size (CID/CC/L) No Cylinders _____	<input type="checkbox"/> Turbo <input checked="" type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injectio
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Bel	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	<input type="checkbox"/> Sport Util <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 03273000	Part Name(s) BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB	Location <input checked="" type="checkbox"/> Left <input checked="" type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures 1	Date(s) of Failure(s) First in 1998 - 2nd 2002 Mileage at Failure(s) 180000 - the first at 76000 Vehicle Speed at Failure(s) 65 MPH	Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fine <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured None	Number of Fatalities 0
Estimated Property Damage \$250.00		Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
CONSUMER STATE THAT THE VEHICLE WOULD VIBRATE WHEN APPLIED THE BRAKES. DEALER WAS NOTIFIED AND REPLACES THE FRONT ROTORS, PADS AND THE PROBLEM STILL REOCCURRING.PLEASE PROVIDE FURTHER INFORMATION. MR The problem was the 2 spindles, right where the ball joint goes broke 2 time due to de hole getting big, and it supposed to be under pressure, the second side the passenger, got really big causing the ball joint to be lose and out with figure. This was the reason the car vibrated. (the spindle is made of ALUMINUM)			
CONTINUE ON BACK IF NEEDED			
The Privacy Act of 1974-Public Law 93-570 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)

I was coming from Los Angeles to Los Angeles, at 65 mph at that time it felt like the car went on neutral, RPM Dropped, but the car kept on going, then I press the gas and it wouldn't respond, only the RPM went up, but the car didn't shift any gears. I had the car towed to the mechanic, just to find out the spindle broke, causing the axle to come off. I had it fix and after 17 or 18 months I started having the vibration again and I didn't understand why, then a few months after I was replacing the brakes when I saw the ball joint on the other side was completely loose, I thought was the ball joint problem and I went and got a new joint, it wouldn't fit it was too small for the hole, I thought the part I got was wrong, so I went back to the dealer and they told me it was the right one so I took the car to the shop to find out the spindle was bad

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.



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National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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