



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

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1368

Date Received

14-NOV-2002

OFFICE
DEFECTS INVESTIGATION
 Od or
rt dt
eq rt
up ltr

Reference No.

8022709

OWNER INFORMATION (Type or Print)

WESTFIELD

MA

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☒ YES☐ NO

In the absence of an owner's signature, please print the name and address to the vehicle manufacturer.

Signature of Owner

Date 12/07/02

VEHICLE INFORMATION

 Vehicle Ident. No. (VIN) (If located at bottom of windshield on driver's side) 1FALP52UXSA312240
 Vehicle Make FORD
 Vehicle Model TAURUS
 Vehicle Year 1995
 Current Odometer Reading 78,744

Purchase Date

06-13-96

Dealer's Name FORD OF WESTFIELD

Engine Siz
(CID/CC/L 3.0
☐ Turbo
☐ Diesel
☒ Gas
☐ Fuel injectio
☐ New ☒ Used

City WESTFIELD State MA Zip Code 01085

No Cylinders 6

Transmission Type

☐ Manual☒ Automatic

AntiLock Brakes

☒ Yes☐ No

Restraint System

☒ 3-Point Belt☐ Motorbelt☒ Driverside Airbag☐ 2-Point Bel☒ Passengerside Airbag

Cruise Control

☒ Yes☐ No

Drive Train

☒ Front☒ Rear☐ 4-Wheel

Vehicle Type

☒ Car☐ Van☐ Minivan☐ Other☐ Sport Ut☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☒ 4-Door☐ Stationwagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

 Component 02130000
 Part Name(s) SUSPENSION INDEPENDENT FRONT CONTROL ARM UNKNOWN T
 Location ☒ Left Front ☐ Right Rear
 Failed Part(s) ☒ Original ☐ Replacement

No of Failures

Date(s) of Failure(s) 16-OCT-2002

Mileage at Failure(s) 78000

Vehicle Speed at Failure(s) 5-10 MPH

Failed Part(s)

Available?

☒ Yes ☐ No

NHTSA

Previously

☐ Yes ☒ 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 ☐ Yes ☒ No
 Fire ☐ Yes ☒ No
 Number of Persons Injured NONE
 Number of Fatalities N/A
 Estimated Property Damage N/A
 Reported to Police ☐ Yes ☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER STATED THAT WHILE DRIVING AND WITHOUT WARNING THE REAR CONTROL ARM HAVE RUSTED AND CAUSE THE WHEEL THE HANG FROM THE VEHICLE. DEALER NOTIFIED. MR

I was making a right turn into a side street at about 5 - 10 MPH when the problem occurred. I heard a banging noise coming from the rear of the vehicle. Upon inspecting the vehicle I found the left rear tire turned in and loose on the axle. I had the vehicle towed to a garage and found that the rear control arm bolts had rusted through and broke off causing the arm to be damaged. At the time of repair

CONTINUE ON BACK IF NEEDED

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)

I had the right side bolts checked and they also were rusted so bad they had to be heated and pounded out. I am sure you can understand my concern in this matter as I was lucky I was traveling at a slow speed when the bolts broke.

Thank you for your attention to this matter.

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.

U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**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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TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).