(NO REPLY FROM FORD)

Form Approved: O.M.B. No. 2127-0008

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 1398

Date Received: 26-NOV-2002
OFFICE OF DEFECTS INVESTIGATION

Od_or
rt_dt
od_rt
up_ltr

Reference No. 8023395

Work Number
Home Number [redacted]

## OWNER INFORMATION (Type or Print)

[redacted]

HENDERSON NC [redacted]

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an author[redacted]dress to the vehicle manufacturer.
Signature of Owner [redacted] Date 12/18/02

## VEHICLE INFORMATION

| Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) | Vehicle Mak | Vehicle Mode | Vehicle Year | Current Odometer Readin |
|---|---|---|---|---|
| 1FMDU32X3TUA64141 | FORD TRUCK | EXPLORER | 1996 | 50 122 |

Purchase Date: OCT 1995
☒ New ☐ Used

Dealer's Name: SIMMONS FORD
City: HENDERSON State: NC Zip Code: 27536

Engine Siz (CID/CC/L): ___
No Cylinders: 6
☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injectio

Transmission Type: ☐ Manual ☒ Automatic

Antilock Brakes: ☒ Yes ☐ No

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

Cruise Contro: ☒ Yes ☐ No

Drive Trai: ☐ Front ☒ Rear ☐ 4-Wheel

Vehicle Type: ☐ Car ☐ Van ☐ Minivan ☐ Other ☒ Sport Uti ☐ Truck ☐ Motorcycle

Body Style: ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

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

Component: 02132000

Part Name(s): SUSPENSION:INDEPENDENT FRONT CONTROL ARM:UNKNOWN T
NON GREASEABLE BALL JOINTS

Location: ☒ Left ☒ Right ☒ Front ☐ Rear

Failed Part(s): ☒ Original ☐ Replacement

No of Failures

Date(s) of Failure(s)
Mileage at Failure(s): 50000
Vehicle Speed at Failure(s)

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 | Fire | Number of Persons Injured | Number of Fatalities | Estimated Property Damage | Reported to Police |
|---|---|---|---|---|---|
| ☐ Yes ☐ No | ☐ Yes ☐ No | | | | ☐ Yes ☐ No |

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

CONSUMER CALLED COMPLAINING ABOUT HAVING PROBLEMS WITH THE BALL JOINTS. ALSO STATED THAT HE HEARD RUMMORS ABOUT THE BALL JOINTS. MANUFACTURE WAS CONTACTED AND STATED THAT THEY WILL PASS THE INFORMATION TO THE ENGENIEERS BUT IS BEEN 8 DAYS AND HE HAS NOT HEARD ABOUT THEM. TS

THE RUBBER BOOTS ARE FALLING APART, CAUSING DIRT & WATER TO GET IN BALL JOINTS. THIS VEH. HAS NEVER BEEN ON A GRAVEL ROAD, PLUS NC HAS A MILD CLIMATE.

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 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.

ON THE INTERNET PEOPLE HAD JOINTS COME APART & LOST STEERING — AND MANY AT 40K MILES, HAD THEM REPLACED AT $400.00 A JOB. FORD MUST BE USING BAD RUBBER ON THE JOINTS.

FORD DOESN'T SEEM TO BE CONCERNED ABOUT THIS PROBLEM !!! FTS SEEN A MOUTH NOW.