



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY §20

Date Received

08-JUN-2001

Od_or

rt_dt

od_rt

ip_lr

Reference No.

890034

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

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Location at bottom of windshield and driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FMDU34X8NUD26039	FORD TRUCK	EXPLORER	1992	
Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
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 ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____		Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02100000 02330000	Part Name(s) SUSPENSION:INDEPENDENT FRONT SUSPENSION:TWIN-I-BEAM:SOLID:FRONT:RADIUS ARM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Date(s) of Failure(s) C1-FEB-2001 133000 Mileage at Failure(s) _____	Failed Part(s) ☐ 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 0	Number of Fatalities 0	Estimated Property Damag 	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

DURING HARD BRAKING IN VEHICLE CHASSIS FEELS LIKE IT IS STOPPING, BUT CAB OF VEHICLE FEELS LIKE IT CONTINUES TO MOVE FORWARD EXCESSIVELY. DEALERSHIP HAS EXAMINED VEHICLE AND REPLACED "RADIUS CONTROL ARM BUSHING" BECAUSE THIS COMPONENT WAS DETERMINED TO BE BAD. HOWEVER, PROBLEM HAS NOT BEEN CORRECTED. PLEASE PROVIDE ANY ADDITIONAL INFORMATION/ATTACHMENTS. *AK

CONTINUE ON REVERSE

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.

U.S. Department
of TransportationNational 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 920

Date Received

01 JUL -3 AM
08 JUN-2001OFFICE
DEFECTS INVESTIGATION
 Od_or _____
 rt_dt _____
 ed_25 _____
 up_itr _____

Case No.

890034

Work Number

Home Number

OWNER INFORMATION (Type or Print)

696156

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
in the absence of an authorized signature and address to the vehicle manufacturer.☒ YES ☐ NO

Signature of Owner

Date 6/26/01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FMDU34X8NUD26039	FORD TRUCK	EXPLORER	1992	140,261
Purchase Date 2-0	Dealer's Name Auto Barn		Engine Size (CID/CC/L) 4.0	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☐ New ☒ Used	City Fresno State CA Zip Code 937	No Cylinders V6		
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☒ 4-Wheel
Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other		Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02100000 02330000	Part Name(s) SUSPENSION:INDEPENDENT FRONT SUSPENSION:TWIN-I-BEAM:SOLID:FRONT:RADIUS ARM	Location ☒ Left ☒ Front ☐ Right ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 01-FEB-2001 Mileage at Failure(s) 133000 Vehicle Speed at Failure(s)	Failed Part(s) Available? ☐ Yes ☒ No	NHTSA Previously Contacted? ☒ 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 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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DURING HARD BRAKING IN VEHICLE CHASSIS FEELS LIKE IT IS STOPPING, BUT CAB OF VEHICLE FEELS LIKE IT CONTINUES TO MOVE FORWARD EXCESSIVELY. DEALERSHIP HAS EXAMINED VEHICLE AND REPLACED "RADIUS CONTROL ARM BUSHING" BECAUSE THIS COMPONENT WAS DETERMINED TO BE BAD. HOWEVER, PROBLEM HAS NOT BEEN CORRECTED. PLEASE PROVIDE ANY ADDITIONAL INFORMATION/ATTACHMENTS. *AK

CONTINUE ON BACK IF NEEDED

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NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO. 75173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY MAIL, HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

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

U.S. G.P.O. 1982-625-807 / 60286

Also During Braking vehicle will not
Respond very well. In reverse the vehicle
while turning will "thump & pop" under passage.
Side cannot determine what is the cause.
My wife and I are very afraid
to put our kids in this vehicle.
for fear the front of the S.U.V.
will fail resulting in accident.
I'm asking for help in determining
if this S.U.V. is in fact safe to
drive if I have to stop quick.
I'm not asking anyone to replace my
S.U.V. I just want to know if it's safe to drive

Field to show Return Address (no stamp needed) Fasten with tape or staple and mail									
INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)									
TIRE IDENTIFICATION NO. *									
0	0	1							
MANUFACTURER/TIRE NAME			SIZE						
* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.									
NARRATIVE DESCRIPTION (CONTINUED)									