

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
 TO REPORT VEHICLE SAFETY DEFECTS
 1-888-DASH-2-DOT
 (1-888-327-4236)
 INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received

Od. or

n. dt

od. rt

up. ltr

Reference No.

OWNER INFORMATION (Type or Print)

Name

Street

Apt. No.

City

State

Z

Daytime Telephone Number

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

Site

Date 12/2/02

PRODUCT INFORMATION

Vehicle Identification No. (VIN)
(17 Digits)(Located at bottom of
windshield on driver's side)

Make

Model

Year

1 F M 2 U 7 3 E 2 2 U A S 7 6 9 8

Ford

Explorer

2002

Purchased Date

Dealer's Name

Jack Smith Ford

Engine Size

(cid/cc/L)

4.0

☐ Turbo☐ Diesel☒ Gas☐ Fuel Injection☒ New ☐ Used

Dealer's City

Spencer

State

NC

Zip Code

Manufacture Date
(on driver's door or pillar)

Transmission Type

☐ Manual☒ Automatic

Restraint System

☒ Driverside Air Bag☐ Motorbell☒ Passengerside Air Bag☐ 2-Point Belt☐ 3-Point Belt

Cruise Control

☒ Yes☐ No

Drivetrain

☐ Front☐ Rear☒ 4-Wheel

Vehicle Type

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

Body Style

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)

Air Bag Light

Location

☐ Left☐ Front☐ Right☐ Rear

Failed Part(s)

☐ Original☐ Replacement

Handicap Adaptive Equip

☐ Yes☐ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

DOT No.

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s)

Available?

☐ Yes ☐ No

NHTSA Previously

Contacted?

☐ Yes ☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Fatalities

Reported to Manufacturer

☒ Yes ☐ No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

The Air Bag Light comes on 100% automatically. This has happened
 since I bought it. There has been 3 control
 module fail on this vehicle. I have been in shop 5 or 6
 times for this problem. Plus I've talk to repair shop several
 other times.

Continue on back

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-395-7897