



U.S. Department
of Transportation
National 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) **2003 JUN -4 2003**
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 252

Date Received

Repository ☐Reference No.
10012530

OWNER INFORMATION (Type or Print)

Name

Address

City

BOZEMAN

State MT

Zip Code

Daytime Telephone Number

E-mail Address

Evening 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 authorized representative, please print name or address to the vehicle manufacturer.
Signature of Owner _____ Date: / /

VEHICLE INFORMATION

Make
FORDModel
EXPLORERModel Year
2002Date Purchased
9-19-02Dealer's Name and Telephone Number
Bozeman Ford 1-409-587-1221Engine:
No. Cylinders
6Fuel Type:
RegOriginal Owner
☒Dealer's City
Bozeman, MontanaState
MTZip Code
59718

Transmission Type

☒ Automatic

Powertrain

☒ Cruise Control

Vehicle Component Code

022000 SUSPENSION: REAR

Multiple Failure: ☒ continuous

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
26-MAR-2003Failure Mileage
011Failure Speed
60-70

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM15ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

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

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No☐ Yes ☒ No

N

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

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

A THUMPING NOISE COULD BE HEARD FROM THE REAR OF THE VEHICLE WHILE DRIVING. *NLM

Noise seems to be in tires but tires have been changed, wheels and tires have been balanced 3 times but the noise is still present. Vehicle has been checked and no mechanical reason can be found. There is no shimmy apparent in the steering but at 60 to 70 miles per hour it still appears that there is some vibration in the front end. Cannot determine if it is wind noise or whatever, the noise seems to disappear above 70 MPH. I did drive a 03 model at the dealer that to me was worse than my vehicle. This is my 4th Explorer and the others.. (91-96-98) had no noise like the 02

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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.