



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)

INTERNET www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 231

Date Received

22-APR-2003 MAY 12 04:12:30

Repository ☐

10017361

OWNER INFORMATION (Type or Print)

Name

Address

City

RINGGOLD

State GA

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 signature, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 5/5/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side

1FMZU63E22UA13295

Make

FORD

Model

EXPLORER

Model Year

2002

Date Purchased

Dealer's Name and Telephone Number

SALE FORD

Engine:

No. Cylinders

6

Fuel Type:

GAS

Original Owner

Dealer's City

RINGGOLD

State

GA

Zip Code

30736

Transmission Type

Auto

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

162610 STRUCTURE: BODY: HATCHBACK/LIFTGATE: HINGE AND ATTA

Multiple Failures: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Various

Failure Mileage

Various

Failure Speed

N/A

Left rear lift gate / Brackets / Cylinder

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: DOTN19ABC036)

☐ 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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

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).

THE VEHICLE WAS ON ITS FOURTH REPAIR FOR REAR THE GLASS LIFT GATE, THE BRACKET DOOR FAILED TO STAY UP. *JB

The left rear glass hatch BRACKET + lift cylinder come apart they have tried to repair this 4 times at the FORD Dealership. The lift gate glass will not stay up + the cylinder could break the glass possibly

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 responses 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 a formal investigation or litigation against a manufacturer, your responses, or a statistical summary thereof, may be used in support of the agency's action.