



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 1375

Date Received

20 SEP 12 PM 3:00
06-AUG-2003

Repository ☐

Reference No.

10032202

OWNER INFORMATION (Type or Print)

Name

Address

City

GREENTOWN

State PA

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 answer, we will use the name or address to the vehicle manufacturer.

Signature of Owner

Date / /

VEHICLE INFORMATION

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

1FMZU73K33UB52431

Make

FORD

Model

EXPLORER KLT

Model Year

2003

Date Purchased

Dealer's Name and Telephone Number

Engine:

No. Cylinders 6

Fuel Type:

GAS

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

☒ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

106000 POWER TRAIN/AXLE ASSEMBLY

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

6000

Failure Speed

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

☐ 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).

CONSUMER STATES THAT VEHICLE VIBRATES EXCESSIVELY IN THE REAR END, MAKING IT DIFFICULT TO MAINTAIN LANE AND CONTROL WHEN DRIVING. DEALER ACKNOWLEDGED MANUFACTURER'S TSB ON ISSUE ADVISED PROBLEM CAUSED BY REAR AXLE.*AK

FORD MESSAGE TEXT DISPLAYED CODE 16949

NO SERVICE PROCEDURE AS OF THIS DATE 8-14-03

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.

MESSAGE TEXT DISPLAYED UNDER A PRIOR CODE

18949

2002-2003 EXPLORER 4DR/MOUNTAINEER 4X4 - VIBRATION/DRONE ABOVE 60 MPH
SOME 2002-2003 EXPLORER 4DR/MOUNTAINEER 4X4 VEHICLES MAY EXHIBIT A VIBRATION/DRONE AT SPEEDS ABOVE 60 MPH. THIS VIBRATION/DRONE MAY BE ORIGINATING FROM THE REAR AXLE. THE SOURCE OF CONCERN CAN BE VERIFIED WITH AN ELECTRONIC VIBRATION ANALYZER (EVA) OR BY ROAD TESTING IN 4X4 HIGH WITH THE REAR DRIVESHAFT REMOVED. TO SERVICE, PERFORM NORMAL DIAGNOSTICS. IF A SPECIFIC ROOT CAUSE IS NOT IDENTIFIED, BE AWARE THAT ENGINEERING IS CURRENTLY INVESTIGATING VIA THE QUICKER SERVICE FIX (QSF) PROCESS. A SERVICE PROCEDURE WILL BE PUBLISHED AS SOON AS IT BECOMES AVAILABLE. PLEASE CONTINUE TO SUBMIT AN EDSR FOR ANY VEHICLE WHICH EXHIBITS THIS CONDITION. MONITOR OASIS FOR UPDATES.

18996

2002-2003 EXPLORER/MOUNTAINEER 2WD 4.0L SOHC ONLY - REAR AXLE WHINE ON TIP-IN AT HIGHWAY SPEEDS
MESSAGE TEXT DISPLAYED UNDER A PRIOR CODE

18824

2002-2003 4DR EXPLORER CONTROL TRAC 4X4 W/2-SPD TORQUE ON DEMAND (TOD), AND 2003 AVIATOR ADVANCE TRAC 4X4 W/1-SPD TOD - T-CASE FLANGE NOISE
SOME 2002-2003 4DR EXPLORER CONTROL TRAC 4X4 W/2-SPD TORQUE ON DEMAND (TOD), AND 2003 AVIATOR ADVANCE TRAC 4X4 W/1-SPD TOD MAY EXHIBIT AN AUDIBLE POP/CLICK/CREAK (NOT A CLUNK) FROM THE REAR DRIVELINE. THIS MAY OCCUR WHEN TORQUE IS INITIALLY APPLIED, SUCH AS WHEN SHIFTING WHILE STATIONARY FROM PARK OR NEUTRAL TO REVERSE—OR AFTER SHIFTING FROM REVERSE TO DRIVE AND THEN ACCELERATING. TO REPAIR, INSTALL TIGHTER FIT 1L2Z-7B214-AA TCASE OUTPUT FLANGE. CONTINUE NORMAL DIAGNOSIS/REPAIRS FOR UNRELATED WORN DRIVELINE COMPONENTS, SUCH AS DRIVESHAFT OR REAR AXLE. NOTE: CHECK FOR WHEEL LUG STUDS & HUB MOVING AGAINST ROTOR LUG STUD SLOTS, WHICH CAN PRODUCE A SIMILAR AUDIBLE CLICK NOISE. IF SO, VERIFY PROPER WHEEL CENTERING AND TORQUE VALUES. DOES NOT APPLY TO AWD-TYPE 4X4 SYSTEMS ON MOUNTAINEER AND SOME AVIATOR.

THERE ARE NO TSBS FOR SYMPTOM ENTERED

END OF OASIS REPORT FOR 1FMZU73K33UB52431