



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 1368

Date Received

Repository ☐

2003 SEP 23 14:53
19-AUG-2003: 53

Reference No.
10034178

OWNER INFORMATION (Type or Print)

Name

Address

City

LAKE JACKSON

State TX

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize the manufacturer of your vehicle to use your name or address to the vehicle manufacturer?
In the absence of your signature, the manufacturer must obtain your signature. ☐ YES ☒ NO
Signature of Owner _____ Date 9/9/03

VEHICLE INFORMATION

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

Make

FORD

Model

EXPLORER

Model Year

1996

1 FMCUZZ18TUC26075

Date Purchased
4-6-96

Dealer's Name and Telephone Number
Bobby Ford 1-979-265-4224

Engine: V-6
No. Cylinders

Fuel Type:

Original Owner
☒

Dealer's City
Richwood, TX

State

TX

Zip Code

77531

Transmission Type

☒ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

061000 ENGINE AND ENGINE COOLING:ENGINE

Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

10-AUG-2003

Failure Mileage

53,264

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: DOTM19ABC035)

☐ 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), condition(s), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

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).

WHILE DRIVING AT ANY SPEED AND WITHOUT WARNING ENGINE WOULD SHUT OFF, CAUSING CONSUMER TO PULL OVER. DEALER HAS BEEN NOTIFIED. *AK

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

9-8-03

J. D. Power
5435 Corporate Drive
Suite 300
Troy, MI 48098

Dear Sir:

You must have some clout (influence) with Ford Motor Company!

A Ford lady did call me about the letter I sent to you, and to tell the truth she really couldn't of been bothered. It was just extra work for her, but because it was your company she felt she HAD to respond to me. She made me wait about 10 days for her answer, and then being gutless, with no decency, said NO on my answering Machine.

My Ford Explorer Sport with 53,000 miles on it is worth \$0.00 dollars.

Thank you for listening:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Lake Jackson, TX

[REDACTED]

7-22-03

J.D. Power
5435 Corporate Drive
Suite 300
Troy, MI 48098

Dear Sir:

Just what is going on at Ford Motor Company?

Are they making their engines of JUNK?

I have a Ford Explorer Sport and the engine just failed me at 53,000. I also had two power steering leaks.

I bought the SUV brand-new in 1996. Four oil changes per year and all maintenance work was done at a Ford Dealership on time.

My brother [REDACTED] TAYLOR, PA. [REDACTED]
Phone [REDACTED] bought a Ford F-150 brand-new in 1997.
Four oil changes per year and maintenance work done at a FORD Dealership.
ENGINE failure at 57,000.

I am out of warranty and cannot afford \$4100 for a rebuilt engine from Ford.

The SUV is needed for work and back.

Since Ford is having so much problems with their V-6 Engines do you know of any hidden warranties?

Thank you for your time.

[REDACTED]
Lake Jackson TX [REDACTED]

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**