



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 120

Date Received

2003 OCT -
22-AUG-2003

Repository ☐

Reference #
10034414

OWNER INFORMATION (Type or Print)

Name

Address

City

ONTARIO CANADA

State 00

Zip Code

Daytime Telephone Number

905 891 8572

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to
In the absence of an author
Signature of Owner

Manufacturer of your vehicle? ☐ YES ☒ NO
Name or address to the vehicle manufacturer.
Date 04/09/03

VEHICLE INFORMATION

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

1FMZU70E92UD68748

Make

FORD

Model

EXPLORER

Model Year

2002

Date Purchased

27/08/02

Dealer's Name and Telephone Number

SHERIDAN FORD LINCOLN

Engine:

No. Cylinders 6

Fuel Type:

unleaded

Original Owner

☒

Dealer's City

MISSISSAUGA

State

ONT

Zip Code

L5G-1G5

Transmission Type

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

015000 STEERING-HYDRAULIC POWER ASSIST SYSTEM

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

22-AUG-2003

Failure Mileage

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: DOTM15A8C036)

☐ 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), location(s), and date(s).)

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 STATED THAT WHILE DRIVING ON HIGHWAY MADE A LEFT AND HEARD A LOUD HUMMING NOISE, AND HAD DIFFICULTY TURNING VEHICLE. HE CALLED THE DEALER, AND TOOK THE VEHICLE IN. WAS TOLD THAT POWER STEERING ROD HAD GONE. THIS WAS IN JULY. THEN, IN AUGUST HE WAS MAKING A TURN AND IN THE MIDDLE OF THE INTERSECTION VEHICLE SHUT OFF, LOCKING UP STEERING WHEEL. CONSUMER TOOK VEHICLE BACK TO THE DEALER, AND WAS TOLD THAT THIS TIME IT WAS FUEL TANK WHICH NEEDED TO BE REPLACED. CONSUMER STATED THAT THIS WAS A NEW VEHICLE, AND SHOULD NOT HAVE THIS KIND OF A PROBLEM.

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 certified summary thereof, may be used in support of the agency's action.

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Tony

From: [REDACTED]
To: [REDACTED]
Sent: Thursday, September 04, 2003 7:04 PM
Subject: Re: Ford Explorer 2002

Hi Usha

I forgot to mention something else ford customer relations department informed me of, their records show that only \$1,000 dollars worth of work as been done on my vehicle as to some people having \$15 or \$20,000 dollar worth of work done on there vehicals without ford letting them out of there lease.I also informed them of the amount of give in my steering wheel, their response was take it back to the service department again.

— Original Message —

From: [REDACTED]
To: [REDACTED]
Sent: Wednesday, September 03, 2003 6:54 PM
Subject: Re: Ford Explorer 2002

Hi Usha

I just had a very stressful conversation with the ford customer relations department.The gentleman informed me that the reason ford as a three year warranty is to fix problems such as mine. What I took this as meaning is that ford can build an inferior motor vehicle,and once purchased it does not matter what happens short of death,ford is covered and you the customer is stuck with that vehicle with no recourse. This person told me I was stuck with the vehicle but recommend I purchase an extended warranty. This is how ford treats it customers,every time this vehical goes in for service it cost me out of pocket expense for rental car insurance plus gas and my monthly lease payment.something is seriously wrong with this system,everything in todays society as a return policy from clothing to major appliances if the merchandise was deemed a defect due to the manufacturing.

— Original Message —

From: [REDACTED]
To: [REDACTED]
Sent: Friday, August 29, 2003 1:18 PM
Subject: RE: Ford Explorer 2002

Hi [REDACTED]:

This is in regards to your vehicle. The manufacturer has informed us that the power steering and rear hatch concerns have been resolved and that the ford dealer is currently working with you to resolve the stalling condition. Please let us know if the problems have been resolved or are you still having outstanding problems after the repairs have been performed, so that we can continue with the process.

If the problems have been resolved and you have no outstanding problems, we can then close the file.
 If the problems have not yet been resolved, we can continue with the arbitration process.

If you could get back to me by email or by phone at 416-921-2686 ...that will be great.

Thanks
 - Usha Siva -
 Canadian Motor Vehicle Arbitration Plan
 Tel: 416-921-2686
 1-800-207-0685
 Fax: 416-967-5320

9/4/03

Tony

From: [REDACTED]
To: "Usha" <usha@tccorp.ca>
Sent: Wednesday, September 03, 2003 6:54 PM
Subject: Re: Ford Explorer 2002

Hi Usha

I just had a very stressful conversation with the ford customer relations department. The gentlemen informed me that the reason ford as a three year warranty is to fix problems such as mine. What I took this as meaning is that ford can build an inferior motor vehicle, and once purchased it does not matter what happens short of death, ford is covered and you the customer is stuck with that vehicle with no recourse. This person told me I was stuck with the vehicle but recommend I purchase an extended warranty. This is how ford treats it customers, every time this vehical goes in for service it cost me out of pocket expense for rental car insurance plus gas and my monthly lease payment. something is seriously wrong with this system, everything in todays society as a return policy from clothing to major appliances if the merchandise was deemed a defect due to the manufacturing.

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Thanks
 - Usha Siva -
 Canadian Motor Vehicle Arbitration Plan
 Tel: 416-921-2686
 1-800-207-0885
 Fax: 416-967-8320

9/4/03

Tony

From: [REDACTED]
To: "Usha" <usha@tccorp.ca>
Sent: Friday, August 29, 2003 3:39 PM
Subject: Re: Ford Explorer 2002

please continue with the arbitration process, since I last spoke with you, I have had to replace the fuel tank. This vehicle is damaged goods that I am paying for monthly. This vehicle does not drive like a vehicle that is only 11 months old. What happens when the warranty ends?

— Original Message —

From:
To:
Sent: Friday, August 29, 2003 1:16 PM
Subject: RE: Ford Explorer 2002

Hi [REDACTED]

This is in regards to your vehicle. The manufacturer has informed us that the power steering and rear hatch concerns have been resolved and that the Ford dealer is currently working with you to resolve the stalling condition. Please let us know if the problems have been resolved or are you still having outstanding problems after the repairs have been performed, so that we can continue with the process.

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If the problems have not yet been resolved, we can continue with the arbitration process.

If you could get back to me by email or by phone at 416-921-2686 ...that will be great.

Thanks
- Usha Siva -
Canadian Motor Vehicle Arbitration Plan
Tel: 416-921-2686
1-800-207-0685
Fax: 416-967-6320

9/4/03

Tony

From: "Ford of Canada" <caccan@customersupportctr.com>
To: [REDACTED]
Sent: Monday, September 01, 2003 12:29 PM
Subject: Ford of Canada Receipt Acknowledgement

Thank you for contacting Ford of Canada,

We appreciate the time you have taken to write us and acknowledge receipt of your e-mail. We will respond to your inquiry within three business days, excluding weekends and holidays. Occasionally, we may experience a higher volume of messages that may create a delay in our response time. Please be assured that your inquiry will be addressed as soon as possible. For any future correspondence regarding this issue, please reference this information in your message:

Tracking ID: KMM2352398C0KM
Case ID: 796717

Sincerely,
Ford Motor Company of Canada, Limited
Customer Relationship Centre

9/4/03

Tony

From: "Ford of Canada" <caccan@customersupportctr.com>
To: [REDACTED]
Sent: Tuesday, August 26, 2003 6:39 PM
Subject: Ford of Canada Receipt Acknowledgement

Thank you for contacting Ford of Canada,

We appreciate the time you have taken to write us and acknowledge receipt of your e-mail. We will respond to your inquiry within three business days, excluding weekends and holidays. Occasionally, we may experience a higher volume of messages that may create a delay in our response time. Please be assured that your inquiry will be addressed as soon as possible.

For any future correspondence regarding this issue, please reference this information in your message:

Tracking ID: KMM2342839C0KM
Case ID: 792088

Sincerely,
Ford Motor Company of Canada, Limited
Customer Relationship Centre

9/4/03

Tony

From: "Ford Motor Company" <crcfmc@customersupportctr.com>
To: [REDACTED]
Sent: Tuesday, August 19, 2003 6:52 PM
Subject: Ford Motor Company Acknowledgement

Thank you for contacting Ford Motor Company.

We appreciate the time you have taken to write us, and we acknowledge receipt of your e-mail. We are currently addressing your inquiry and will be contacting you within three business days. For any future correspondence regarding this issue, please reference this information in your message:

Tracking ID: KMM2326195C0KM
Case ID: 784527

Sincerely,
Ford Motor Company
Customer Relationship Center

9/4/03

Tony

From: "Ford Motor Company" <crofmc@customersupportctr.com>
To: [REDACTED]
Sent: Saturday, June 21, 2003 1:30 PM
Subject: Ford Motor Company Acknowledgement

Thank you for contacting Ford Motor Company.

We appreciate the time you have taken to write us, and we acknowledge receipt of your e-mail. We are currently addressing your inquiry and will be contacting you within three business days. For any future correspondence regarding this issue, please reference this information in your message:

Tracking ID: KMM2234677C0KM
Case ID: 754241

Sincerely,
Ford Motor Company
Customer Relationship Center

9/4/03

**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).**