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

2004 JAN -9 PM 3:18

FOR AGENCY USE ONLY 100184

Date Received	Repository
09-DEC-2003	
	Reference No. 10050290

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]		
City: HUNTINGTON BEACH	State: CA	Zip Code: [redacted]	Evening Telephone Number: [redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your 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	Make	Model	Model Year
	FORD	EXPLORER	2002

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
9/12/2003	Huntington Beach Ford (714) 842-6611			6	unleaded
Original Owner ☐	Dealer's City: Huntington Beach	State: CA	Zip Code: 92648		

Transmission Type			
Automatic	☐ Antilock Brakes ☒ Cruise Control	Powertrain	Vehicle Component Code: back door window hinge 133000 VISIBILITY:POWER WINDOW DEVICES AND CONTROLS Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
07-DEC-2003	43000	0 mph	Part failed when back door window was pushed closed. gate

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: DOTMAL9ABC036)	☐ 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).)

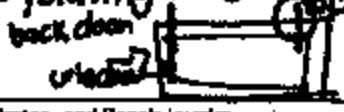
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	N

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).

HINGES ON THE WINDOWS SEPARATED FROM THE BODY OF THE VEHICLE, CAUSING THE DOOR TO SAG AND LEAN OUTWARDS WHEN THE DOORS WERE OPENED. "ALSO"

Hinge on back window seperated from the body of the vehicle causing window to be held on by 1 hinge. Window was hanging from hinge only, had no other support.

Dealer replaced both hinges, stating they knew about the TSB on the hinges.



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 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.

I'm not talking about
the back passenger door,
I'm talking about the
hatch door at the very back
of the vehicle and the window
that lifts open.