

 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 1367 Date Received: 02-FEB-2004 Reference No.: 10057283	
OWNER INFORMATION (Type or Print)				Daytime Telephone Number: [REDACTED] Evening Telephone Number: [REDACTED]	
Name: [REDACTED] Address: [REDACTED] City: BEDFORD State: NY Zip Code: [REDACTED]				E-mail Address: [REDACTED]	
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? In the absence of an address to the vehicle manufacturer. ☒ YES ☐ NO Signature of Owner: [REDACTED] Date: 2/15/04					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1FMDU74W64ZA36303			Make: FORD		Model Year: 2004
Date Purchased: 10/16/03		Dealer's Name and Telephone Number: Smith-Carroll 914-761-6655		Engine: No. Cylinders:	
Original Owner: ☒		Dealer's City: White Plains State: NY Zip Code: 10601		Fuel Type: gas	
Transmission Type: AUTOMATIC		☒ Anti-lock Brakes ☒ Cruise Control		Vehicle Component Code: 680000 OTHER	
		Multiple Failure: 1			
FAILURE COMPONENT(S) / PART(S) INFORMATION					
Incident Date(s):		Failure Mileage: 10,000		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: DOTM1SABCD36)		☐ 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 TRUCK DOESNT COME WITH A CARGO NET OR A DEVICE THAT CAN BE USED TO SEPARATE THE CARGO AREA FROM THE TRUCKS CABIN. WHICH IN THE EVENT OF AN ACCIDENT CAN CAUSE SERIOUS INJURIES TO THE OCCUPANTS BECAUSE THE CARGO CAN FLY FORWARD AND HIT THE OCCUPANTS. CONSUMER WAS TOLD AT THE TIME OF PURCHASE THAT THEY CAN PURCHASE A NET, BUT HAS NOW FOUND OUT THE NET CANNOT FIX THIS TRUCK. *NM* I called Ford Motor Company who told me they do NOT MAKE ANYTHING TO SEPARATE THE CARGO AREA FROM THE CABIN. FORD MARKETS THE EXPLORER TO FAMILIES AND PROMOTES THE CARGO AREA YET IT IS NOT SAFE TO CARRY ANYTHING WHEN CONSUMERS BUY IT.					
Vehicle Use: ☐ Other:		Vehicle Use:		Vehicle Use:	
Includes if available: Photos, Department Report, 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 Administration 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

The Ford Explorer should have an optional cargo net or cargo divider. When I purchased the truck I was assured there was a net. I could purchase but when I ordered it after purchasing the vehicle, I was told it probably would not work. I now have a vehicle which is not safe driving if I have any cargo. Having a five month old child, I cannot transport her stroller, diaper bag, groceries etc. without taking a very big risk. ABC News recently did a report on occupants who are injured by unsecured cargo in their vehicles which was based on a government study. It found that 25% of crash victims are injured by unsecured cargo in their vehicles.

Ford should step up to the plate and manufacture something to make the Ford Explorer safe. I am very unhappy that I am now stuck with this vehicle for 3 yrs.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

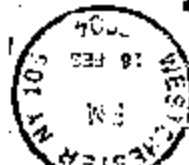
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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http://www.nhtsa.dot.gov/defects