



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
 APR - 1 AM 11: 53
 02-FEB-2004

Repository ☐
 Reference No.
 10057387

OWNER INFORMATION (Type or Print)

Name

Address

City

UNIVERSAL CITY

State

TX

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize
 In the absence of
 Signature of Owner

manufacturer of your vehicle?
 your name or address to the vehicle manufacturer.

☒ YES ☐ NO

Date 3/26/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
 1FMZU67E8JB42511

Make
 FORD

Model
 EXPLORER

Model Year
 2003

Date Purchased
 3-18-03

Dealer's Name and Telephone Number
 RED McCOMBS 210 349-4949

Engine:
 No. Cylinders
 6

Fuel Type:
 GAS

Original Owner

Dealer's City
 SAN ANTONIO, TX

State
 TX

Zip Code
 78230

Transmission Type

☐ Antilock Brakes

Powertrain

☒ Cruise Control

V6

Vehicle Component Code

103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
 02-FEB-2004

Failure Mileage
 New
 Reported 5000

Failure Speed
 0-65

ANG/TRANS

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: DOTM16ABC036)

☐ 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(s).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

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 VEHICLE JERKED WHILE BEING DRIVEN. THE VEHICLE HAS BEEN TAKEN TO THE DEALER 4-5 TIMES. EACH TIME THE TECHNICIAN STATED THE PROBLEM WAS REPAIRED BUT EACH TIME THE JERKING PROBLEM RETURNED. THE CONSUMER DOES NOT BELIEVE THAT THE TECHNICIAN CAN REPAIR THE PROBLEM. *NM

Good year, a neighbor, and TRANSMISSION MAINT (GARY BROWN) have observed the abnormality but would not put it in writing unless they worked on it.

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.

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

VEHICLE STEERING WILL OSCILLATE INTERMITTENTLY WHILE PULLING IN/OUT OF DRIVE WAY OR PARKING. IT WILL ALSO DO THE SAME AT SHARP TURNS. AT HIGH SPEEDS 60-65 (THIS HAS ONLY HAPPENED TO ME 3 TIMES) IN @ 10000 MILES IT FEELS LIKE HITTING A POT HOLE AND THE STEERING WHEEL JERKS VIOLENTLY - BRAIN NEW I DISMISSED IT AS A POT HOLE BUT WHEN I RETURNED BACK THE SAME DAY THERE WAS NO POT HOLE. (I WENT BACK BECAUSE I LOST CONTROL OF THE TRUCK AND VERY FORTUNATELY DID NOT ROLL OVER.) THE SAME HAS HAPPENED THE OTHER TWO TIMES WITH NO POT HOLES! MY WIFE COMPLAINS OF THE VIBRATION, ENG. STALLS WHEN STEERING OSCILLATES AND MOTOR WORKING HARD - LIKE STUCK IN SECOND WHEN COLD. MOST OF THE TIME IT FEELS LIKE A NEW ROLLING VEHICLE UNTIL IT ACTS UP - IT IS VERY UNPREDICTABLE. DANGEROUS WILLING TO SWEAR UNDER OATH, TAKE POLYGRAPH TEST FOR WHATEVER THAT ONE AND MY WIFE ARE TELLING THE TRUTH, THE WHOLE TRUTH, & NOTHING BUT THE TRUTH.

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 MAIL 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) & DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
http://www.nhtsa.gov/defects