



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 100192

Date Received

2004 AUG 12
02-JUL-2004

Repository ☐

CH 5: 02

Reference No.
10080344

OWNER INFORMATION (Type or Print)

Name

Address

City GREENVILLE

State OH

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
(In the absence of _____ provide your name or address to the vehicle manufacturer.)
Signature of Owner _____ Date 7/16/04

VEHICLE INFORMATION

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

1FMZU73E32L

Make

FORD

Model

EXPLORER

Model Year

2002

Date Purchased

3-02

Dealer's Name and Telephone Number

DAVE KNAFF FORD 987-547-3000

Engine:

No. Cylinders

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Greenville

State

OH

Zip Code

45331

Transmission Type:

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

174200 LATCHES/LOCKS/LINKAGES:HATCHBACK/LIFTGATE LOCK

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

02-JUL-2004

Failure Mileage

43000

Failure Speed

Liftgate bracket came loose & turned causing the shock to come off & cause a dent in the body of the truck.

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: DOTM18ABCD036)

☐ 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:

Please describe (1) events leading up to the failure (i.e., part repaired or replaced (and if old part is available)).

CONSUMER COMPLAINED ABOUT A LIFTGATE PROBLEM. CONSUMER TOOK THE VEHICLE TO DEALER, AND THEY APPLIED GLUE ON THE LIFTGATE CABLE. HOWEVER, BECAUSE THIS VEHICLE WAS NOT INCLUDED IN THE RECALL THEY DID NOT ADMINISTER ANY MORE ASSISTANCE OTHER THAN WHAT WAS DONE. CONSUMER WOULD HAVE TO PAY FOR OTHER REPAIRS. "AK"

The glue lasted for about 4-5 hours before the bracket turned against the shock broke off again. Have had the shocks replaced & new epoxy applied to the bracket. Still waiting on damage to be repaired.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.
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.