



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 120

Date Received

Repository ☐

18-SEP-2004

Reference No. 9: 28
10082508

OWNER INFORMATION (Type or Print)

Name

Address

City

GADSDEN

State AL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Same

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 10/4/04

VEHICLE INFORMATION

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

1FM2U63K43L

Make

FORD

Model

EXPLORER

Model Year

2003

Date Purchased

Sept

Dealer's Name and Telephone Number

Rennie Watkins

Original Owner

Dealer's City

Gadsden, AL

State

AL

Zip Code

35903

Engine:

No. Cylinders 8

Fuel Type:

unleaded

Transmission Type

Automatic

☐ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

081000 ENGINE AND ENGINE COOLING:ENGINE

Multiple Failure: 1 5 altogether failures

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

18-SEP-2004

Failure Mileage

9127

Failure Speed

20 mph or 0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/85R15)

DOT No. (Example: DOTM19ABC036)

☐ 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).

CONSUMER STATES THAT SHE IS HAVING TROUBLE WITH HER VEHICLE STARTING IN THE MORNING. WHILE DRIVING, THE STALLED. THE CONSUMER STATED SHE HAS TAKEN THE VEHICLE TO THE DEALER SEVERAL TIMES AND EACH TIME THEY REPLACE A CHIP. SHE SAYS THIS KEEPS HAPPENING. "JB

It has happened, three more times since I called. I have three grandchildren and when I have them, it has happened twice when I have had my grandchildren with me, and it is very scary.

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.

Press S#, Return for next page, EST#, ?, or E to Exit:

RD No: 104160 Opened: 18AUG04 Closed: 20AUG04 Mileage: 14844

Line Code: C Booker: 271 Comeback: N

Complaint: CS GOING DEAD WHEN STARTING AND SOMETIMES WHEN DIES AT STOPS
Cause: 14844 IAC VALVE STICKING 69 EEC TEST PID MONITOR AND RECORD MGS DISPLAY
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

206	31	W94	12650D3	VALVE ASSEMBLY-IDLE AIR CONTROL (IAC) - REPLACE (9F670/9F715) - L PTSS 29.25 LBR\$ 11.96 MSC\$ 0.00
206	31	W94	12650DX1	EEC (QUICK TEST) - DIAGNOSIS - L EXTRA T TIME TO REPEAT FINAL QUICK TEST PTSS 0.00 LBR\$ 6.98 MSC\$ 0.00
206	31	W94	12650D81	RECORDER/MONITOR ROAD TEST - DIAGNOSIS - - L PTSS 0.00 LBR\$ 29.91 MSC\$ 0.00
206	31	W94	12650D45	PIN POINT TEST - DIAGNOSIS - L PTSS 0.00 LBR\$ 17.95 MSC\$ 0.00
206	31	W94	12650D	EEC (QUICK TEST) - DIAGNOSIS - L PTSS 0.00 LBR\$ 11.96 MSC\$ 0.00

--- 2 of 9 - Dealer ---

RD No: 103493 Opened: 05AUG04 Closed: 09AUG04 Mileage: 14426

Line Code: B Booker: 202 Comeback: N

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 103483 Opened: 05AUG04 Closed: 09AUG04 Mileage: 14426

Line Code: B Booker: 202 Comeback: N

Complaint: 99P PERFORM QUALITY CARE REPORTCARD

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
272 232 CQL 99P PERFORM QUALITY CARE REPORTCARD
PTSS 0.00 LBS\$ 0.00 MSC\$ 0.00

Line Code: C Booker: 206 Comeback: N

Complaint: MB15 15000 MILES (24000 KMS) - MAINT. - L

Cause: 14426 15000 MILE MAINTANCE PERFORMED

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
272 232 HQCM MB15 15000 MILES (24000 KMS) - MAINT. - L
PTSS 15.96 LBS\$ 25.13 MSC\$ 0.00

--- 3 of 9 - Dealer -----

RO No: 97906 Opened: 21APR04 Closed: 22APR04 Mileage: 9071

Line Code: A Booker: 227 Comeback: N

Complaint: MB10 10000 MILES (16000 KMS) - MAINT. - L

Cause: 9971 LOF 69 COMPLETE

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
227 226 HQCM MB10 10000 MILES (16000 KMS) - MAINT. - L
PTSS 16.93 LBS\$ 17.66 MSC\$ 0.00

Press B, S#, Return for next page, EST#, 7, or E to Exit:

--- 4 of 9 - Dealer -----

RO No: 97957 Opened: 22APR04 Closed: 22APR04 Mileage: 9127

Line Code: A Booker: 206 Comeback: N

Complaint: C/S VEH WILL SOMETIMES DIE-OCCURS WHEN GOING FROM PARK TO DRIV

Cause: 9127 42- 12A050 ROAD TEST -PERF EEC TEST-NO DTCS-PERF FUEL PRESSURE TEST

SA... TECH. TYPE. OPCODE..... CB-RO... DESCRIPTION.....

202 104 W94 12650D EEC (QUICK TEST) - DIAGNOSIS - L

PT\$ 0.00 LBR\$ 11.71 MSC\$ 0.00

202 104 W94 12650D47 COMPRESSION PRESSURE TEST - DIAGNOSIS -

L

PT\$ 0.00 LBR\$ 64.38 MSC\$ 0.00

202 104 W94 12650D84 PCM REPROGRAMMING - TEST - L

PT\$ 0.00 LBR\$ 11.71 MSC\$ 0.00

202 104 W94 12650D81 RECORDER/MONITOR ROAD TEST - DIAGNOSIS -

L

PT\$ 0.00 LBR\$ 29.27 MSC\$ 0.00

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RO No: 93858 Opened: 03FEB04 Closed: 01MAR04 Mileage: 6802

Line Code: A Booker: 206 Comeback: N

Complaint: C/S VEH RATTLES ON PASS SIDE FRONT LOWER DOOR TRIM-N50

Cause: LOWER DOOR TRIM IS LOOSE SENT CAR TO CHRONCRAFT DUE TO PART HAD TO BE PAI

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 93658 Opened: 03FEB04 Closed: 01MAR04 Mileage: 6802

Line Code: A Booker: 206 Comeback: N

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
202	245	W84	OSL		OUTSIDE LABOR				
					PT\$\$	99.00	LBR\$	0.00	MSC\$ 0.00
202		W84	9899		SUBLET REPAIRS				
					PT\$\$	0.00	LBR\$	0.00	MSC\$ 82.80
202		W84	9899		SUBLET REPAIRS				
					PT\$\$	0.00	LBR\$	0.00	MSC\$ 84.00

Line Code: B Booker: 207

Comeback: N

Complaint: 998A C/S PANEL WHERE POWER DOOR LOCK SWITCH IS LOCATED ON PASS SIDE

Cause: 6802 CC 07 PN#14524 VERIFIED CUSTOMER CONCERN FOUND BEZEL DISTORTED R&R B

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
202	245	W84	999A		ADDITIONAL - MISC. REPAIRS - L				
					PT\$\$	8.82	LBR\$	11.71	MSC\$ 0.00

Line Code: C Booker: 207

Comeback: N

Complaint: RENTAL CAR -ESP

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
202	989	CC	NC		CUSTOMER RETURNED LOANER CAR				
					PT\$\$	0.00	LBR\$	0.00	MSC\$ 0.00

Press B, S#, Return for next page, EST#, ?, or E to Exit:

--- 8 of 9 - Dealer -----

RO No: 93661 Opened: 03FEB04 Closed: 03FEB04 Mileage: 6504

Line Code: A Booker: 242 Comeback: N

Complaint: Q1010 QUICK LUBE/OIL/FILTER

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
242	249	COL	NWP		NO WORK PERFORMED AT THIS TIME
				PTSS	0.00 LBR\$ 0.00 MSC\$ 0.00

Line Code: B Booker: 242 Comeback: N

Complaint: 99P PERFORM QUALITY CARE REPORTCARD

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
242	249	COL	NWP		NO WORK PERFORMED AT THIS TIME
				PTSS	0.00 LBR\$ 0.00 MSC\$ 0.00

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RO No: 93660 Opened: 03FEB04 Closed: 03FEB04 Mileage: 6505

Line Code: A Booker: 207 Comeback: N

Complaint: MB5 5000 MILES (8000 KMS) - MAINT. - L

Cause: 6505 60 5000 MILE MAINT

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
242	249	WQCM	MB5		5000 MILES (8000 KMS) - MAINT. - L

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 89860 Opened: 03FEB04 Closed: 03FEB04 Mileage: 6506
PT\$ 16.13 LBR\$ 24.68 MSC\$ 0.00

--- 8 of 9 - Dealer -----

RO No: 81962 Opened: 03JUL03 Closed: 11JUL03 Mileage: 3

Line Code: A Booker: 207 Comeback: N

Complaint: C/S VEH LEAKING FROM TOP OF WINDSHIELD

Cause: 3 SUBLET TO LEAKPRO

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

202 999 W94 09L OUTSIDE LABOR
PT\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

202 W94 9999 SUBLET REPAIRS
PT\$ 0.00 LBR\$ 0.00 MSC\$ 136.00

--- 9 of 9 - Dealer -----

RO No: 81508 Opened: 26JUN03 Closed: 26JUN03 Mileage: 2
Line Code: A Booker: 213 Comeback: N

Complaint: PDI PRE-DELIVERY INSPECTION, NEW CAR PDI

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

227 204 IPDI PDI PRE-DELIVERY INSPECTION, NEW CAR PDI
PT\$ 0.00 LBR\$ 81.94 MSC\$ 0.00

Press B, S#, EST#, 7, or E to Exit: