



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 100145

Date Received *2004 NOV 27-SEP-2004*

Repository   
Reference No. *10084433*

OWNER INFORMATION (Type or Print)

Name [Redacted] Daytime Telephone Number [Redacted] E-mail Address [Redacted]  
Address [Redacted] Evening Telephone Number [Redacted]  
City **SAN JOSE** State **CA** Zip Code [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 [Redacted] Date *10/20/04*

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: **1FMZU83K742** [Redacted]  
Make **FORD** Model **EXPLORER** Model Year **2004**  
Date Purchased *6/21/04* Dealer's Name and Telephone Number **FRONTIER FORD** Engine: No. Cylinders **6** Fuel Type: Gas  
Original Owner  Dealer's City **SANTA CLARA** State **CA** Zip Code **95051**  
Transmission Type **AUTOMATIC**  Antilock Brakes  Cruise Control Powertrain **FRONT WHEEL DRIVE** Vehicle Component Code **103300 POWER TRAIN;AUTOMATIC TRANSMISSION;GEAR POSITIO**  
Multiple Failure: **2**

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) **26-JUL-2004** Failure Mileage **4000** Failure Speed [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [Redacted] Tire Model (Name or Number) [Redacted] Tire Size (Example P215/85R15) [Redacted]  
DOT No. (Example: DOTM4LBABC036)  Original Equipment  Prior Repair Failure Location: [Redacted]  
Tire Component Code [Redacted] Tire Failure Type [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]  
Seat Type: [Redacted] Installation System: [Redacted]  
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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 **0** Number of Deaths **0** 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).

WHEN SHIFTING GEARS FROM DRIVE TO REVERSE A HEAVY KNOCKING NOISE IS PRODUCED. \*AK

*Gear Selector will hang up in Drive, selector does not return to detent position, unexpectedly jumps out of D Drive on a pump (on even road) with bang sound a few times, it is scary to hear the sound on apply break quickly while I am on 60 or 55 mph on*

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-578 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)

the freeway, un safely decrease the speed while there is a car behind me. even when I change Radio OR CD I touch accidentally Hit the Selector with my Hand w/ Thumps out & Bong SOUND

Shift the gear a Hard Thump & Thumps from the TRANSMISSION. They said They Replaced SHIFT SOLENOID but the problem still exist - DAL Reverse Shift the TRANS. Thumps FROM STOP N GO TRANS. Slips.

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



NO POSTAGE NEEDED IN THE UNITED STATES

**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



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OWNER'S  
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**DOT AUTO SAFETY HOTLINE**

**TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR**

**DASH2DOT**

and dial toll free at

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(DASH) 2 DOT



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