



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 1220

Date Received

2004 DEC 21

Repository ☐

01-DEC-2004

Reference No.
10101892

OWNER INFORMATION (Type or Print)

Name

Address

City

BELLAIRE

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 an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 12/13/04

VEHICLE INFORMATION

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

1FMDU75E72U

Make

FORD

Model

EXPLORER

Model Year

2002

Date Purchased

Feb.

Dealer's Name and Telephone Number

Doan Ford

Engine:

No. Cylinders

6

Fuel Type:

Gasoline

Original Owner

☒

Dealer's City

Marietta

State

OH

Zip Code

43757

Transmission Type

☒

Antilock Brakes

☒

Cruise Control

Powertrain

Automatic

Vehicle Component Code

162510 STRUCTURE: BODY: TAILGATE: HINGE AND ATTACHMENTS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

01-AUG-2004

Failure Mileage

32,500

Failure Speed

110

Liftgate hinge won't hold glass window from falling

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: DOTM19ABC03B)

☐

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 RECEIVED RECALL 04V442000 REAR CONCERNING TAILGATE GLASS. HOWEVER, CONSUMER WAS TOLD THAT THE PARTS WOULD BE IN LATE NOVEMBER. CONSUMER CONTACTED FORD MANUFACTURER, AND WAS TOLD THEY DIDN'T KNOW WHEN THE PARTS WOULD BE IN. CONSUMER HAS BEEN WAITING FOR FOUR MONTHS. *AK

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)

Rear glass liftgate keeps falling. Pneumatic device pops off of bracket causing glass to fall prematurely. Bracket attached to glass spine on window (Glas keeps sliding way) causing pneumatic device to pop off. Ford Retalled this. It is now scheduled to be repaired w/ different components on Dec. 15th. 2004.

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U.S. Department
of Transportation

National Highway
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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

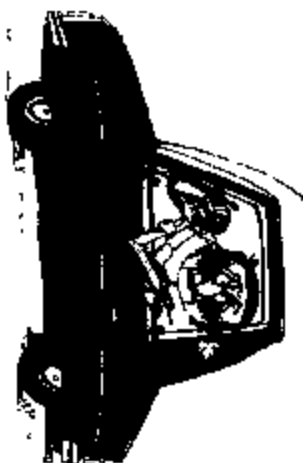
DASH2DOT

and dial toll free at

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(DASH) 2 DOT



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