



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

28-DEC-2004

Repository ☐

Reference
10105429

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City ANACORTES State WA Zip Code [REDACTED]

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 a signature, please print name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 1/8/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FMZU73F12Z [REDACTED] Make FORD Model EXPLORER Model Year 2002
Date Purchased 11/23/02 Dealer's Name and Telephone Number Skagitford-Subaru 1-800-735-7154
Original Owner ☒ Dealer's City MT Vernon, WA 98273 State WA Zip Code 98273 Engine: No. Cylinders 6 Fuel Type: Gas
Transmission Type AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control Powertrain 4 WHEEL DRIVE Vehicle Component Code 050000 PARKING BRAKE
Multiple Failure: 1(2)

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 28-DEC-2004 Failure Mileage 5500 ~~14,000~~ Failure Speed Parked

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example: P215/65R15) [REDACTED]
DOT No. (Example: DOTM15ABC036) [REDACTED] ☐ 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, failure(s), condition, 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), Condition(s), 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 CONSUMER IS EXPERIENCING A PROBLEM WITH THE EMERGENCY BRAKES. WHEN THE VEHICLE IS PARKED FOR AN EXTENDED PERIOD OF TIME, THE EMERGENCY BRAKE CREATES CONDENSATION ON THE BRAKE AND THE DRIVER MUST INCREASE THE THROTTLE BEFORE THE EMERGENCY BRAKE WILL RELEASE. THE OWNER CONTACTED THE MANUFACTURER AND WAS TOLD "THAT WAS THE WAY IT WAS DESIGNED TO FUNCTION AND THERE IS NOTHING THEY WILL DO". PROVIDE FURTHER DETAILS. "JB"

The Manufacturer said when vehicle sits for an extended period rust will form. Condensation so parking brake won't release. You have to put the vehicle in reverse and give it gas. It then brakes loose with a loud bang. (over)

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 2004 (Public Law 107-357) 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 manufacturer told me not to use the parking brake when it is going to set for an extended period of time. But in the owners manual on page 188 the instruction are to apply the parking brake whenever the vehicle is parked. I feel the parking brake is a safety feature and should release properly when it's engaged. This has occurred twice since I have owned this vehicle after being driven in the rain and then put in garage for several weeks without moving.

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
NECESSARY
IF MAILED
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



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS

COMPLETE THIS FORM

OR

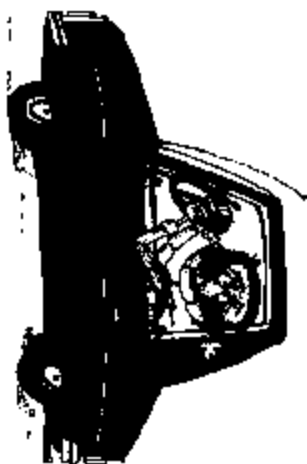
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

**DOT Auto Safety Hotline
(DASH) 2 DOT**



U.S. Department of Transportation
National Highway Traffic Safety
Administration
www.nhtsa.dot.gov/hotline