



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

205 JAN 17 11:11
18-JAN-2005

Repository ☐

Reference No.
10107458

OWNER INFORMATION (Type or Print)

Name

Address

City

LEWISTOWN

State

MT

Zip Code

Daytime Telephone Number

E-mail Address

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 2/7/5

VEHICLE INFORMATION

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

1FMZU73E0Z

Make

FORD

Model

EXPLORER

Model Year

2002

Date Purchased

10/3

Dealer's Name and Telephone Number

HILLTOP MOTORS 406-538-4014

Engine:

No. Cylinders

Fuel Type:

Gas

Original Owner

☐

Dealer's City

LEWISTOWN

State

MT

Zip Code

59457

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

162610 STRUCTURE: BODY: HATCHBACK/LIFTGATE: HINGE AND ATTACHMENT

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

14-JAN-2005

Failure Mileage

40000

Failure Speed

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: DOTM19ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

The 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).

NHTSA CAMPAIGN NUMBER D4V42000/REAR LIFTGATE GLASS. THE CONSUMER RECEIVED NOTIFICATION FROM THE MANUFACTURER REGARDING THE RECALL ON THE LIFT GATE. PARTS TO REPAIR THE RECALL WILL NOT BE AVAILABLE FOR AT LEAST 5 MONTHS. NOW, THE LIFT GATE HAS CRASHED AND BROKEN AND THE DEALER IS TELLING THE OWNER THAT THE VEHICLE IS 4000 MILES OUT OF WARRANTY AND THE OWNER WILL HAVE TO PAY OUT OF POCKET. PROVIDE FURTHER DETAILS. *J8

→ The back panel!

The recalled part is not available. The hatchback slammed down + broke back panel!

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.

February 8, 2005

RE: 2002 Ford Explorer
VIN 1FMZU73E02Z [REDACTED]

To Whom It May Concern,

I was notified of a defect in my vehicle October 2004. The recall said "...the liftgate window may drop unexpectedly when it is being operated. When the window drops it may strike a person nearby or the glass may break creating the potential for cuts or bruises."

I contacted my local dealer Hilltop Motor. They did not have the part to fix my vehicle. In January 2005, my liftgate window dropped and cracked the back panel of my vehicle. I took it to the dealer and they still did not have the part to fix it and they refused to fix the back panel.

I contacted the Ford Motor Company and they were rude and also refused to authorize the repair.

I would like the part to fix this defect put in my vehicle. I would like the back panel also repaired at Ford's expense.

Please help me. Thank you.

[REDACTED]

[REDACTED]