



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-UASH-2-DOT
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

20-MAY-2006 JUN

Reference No.
10121891

OWNER INFORMATION (Type or Print)

Name

Address

City

SAMMAMISH

State WA

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

YES

NO

Signature of Owner

Date 5/29/06

VEHICLE INFORMATION

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

1FMQUJ3E32Z

Make

FORD

Model

EXPLORER

Model Year

2002

Date Purchased
3-21-05Dealer's Name and Telephone Number (425) 334-4045
BICKFORD FORD 3100 BICKFORD AVE

Engine:

No. Cylinders 8

Fuel Type:

Gas

Original Owner

Dealer's City

SNOMOMISH

State

WA

Zip Code

98291

Transmission Type

AUTOMATIC

☒ Antilock Brakes☒ Cruise Control

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

105300 POWER TRAIN:DRIVELINE:DRIVESHAFT

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

14-MAY-2005

Failure Mileage

84000

Failure Speed

50-60MPH

LOUD CLUNKING NOISE WITH SUDDEN ONSET. STOPPED
CAR AND HAD IT TOWED TO A FORD DEALER FOR
REPAIR. - FRONT DRIVESHAFT FLANGE BOLTS

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: DOTM18A8C036)

☐ 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 check the box that best describes the incident. Failure to check any box is not a failure.)

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).

DT: VEHICLE HAD A CLUNKING NOISE WHICH DEALER REPORTED ORIGINATED FROM THE DRIVESHAFT. SOME OF THE DRIVE SHAFT
MOUNTING BOLTS WERE MISSING AND SOME WERE LOOSE. DEALER REPAIRED THE MOUNTING BOLTS. NO WARNING THAT DRIVESHAFT HAD
MISSING BOLTS. *AK REPAIR DEALER WAS EVERGREEN FORD, 1500 18th AVE N.W.

ISSAQUAH, WA 98027 (425) 392-6900

MY COMPLAINT IS WITH REPAIR DEALER. I HAVE NEVER HEARD OF DRIVE SHAFT
FLANGE BOLTS COMING LOOSE. I FELT THEY SHOULD HAVE REPLACED THE
ORIGINAL BOLTS THAT CAME LOOSE THE FIRST TIME (LOCKING NUTS/BOLTS) I ALSO
FEEL THAT FORD SHOULD HAVE PAID FOR REPAIR AS THOSE BOLTS SHOULD NEVER
HAVE COME LOOSE. HAD THE FRONT WHEEL DRIVE SHAFT FAILED AT HIGHWAY SPEEDS, THE
FRONT WHEELS WOULD HAVE LOCKED UP AND CAUSED A SERIOUS ACCIDENT.

(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.

OVER →

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

CAR WAS PURCHASED USED WITH 61511 MILES AND 60K SERVICE AND SAFETY
CHECK ACCOMPLISHED BY SEUNG DEALER. DRIVESHAFT BOLT FAILURE OCCURED
6 WEEKS LATER AT 64,400 MILES. REPAIR DEALER WAS VERY RELUCTANT TO
TO APPLY AN AFTER WARRANTY ADJUSTMENT TO COVER REPAIR COSTS.
REPAIR INVOICE ENCLOSED AS WELL AS FORD MOTOR CO WARRANTY PAGE
STATING THEIR POLICY. DUE TO THE UNUSUAL NATURE OF THIS MECHANICAL
FAILURE I BELIEVE FORD SHOULD COVER THE COSTS OF THESE REPAIRS

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

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

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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IF YOU NEED CUSTOMER ASSISTANCE

Your Ford Motor Company dealer is available to assist you with all your automotive needs. Please follow the procedures outlined on the front page of this booklet.

In addition, if you are an eligible U.S. owner, you may use - at no cost - the services of the Dispute Settlement Board. The Board is a panel of impartial individuals who resolve disputes. For details, see *Dispute Settlement Board*, page 26 or call 1-800-428-3718.

KNOW WHEN YOUR WARRANTY BEGINS

Your *Warranty Start Date* is the day you take delivery of your new vehicle or the day it is first put into service (for example, as a dealer demonstrator), whichever occurs first.

CHECK YOUR VEHICLE

We try to check vehicles carefully at the assembly plant and the dealership, and we usually correct any damage to paint, sheet metal, upholstery, or other appearance items. But occasionally something may slip past us, and a customer may find that a vehicle was damaged before he or she took delivery. If you see any damage when you receive your vehicle, notify your dealership within one week.

MAINTAIN YOUR VEHICLE PROPERLY

Your glove compartment contains an *Owner Guide* and a *Scheduled Maintenance Guide* which indicate the scheduled maintenance required for your vehicle. Proper maintenance guards against major repair expenses resulting from neglect or inadequate maintenance, may help increase the value you receive when you sell or trade your vehicle, and is important in allowing your vehicle to comply with applicable emissions standards. It is your responsibility to make sure that all of the scheduled maintenance is performed and that the materials used meet Ford engineering specifications. Failure to perform scheduled maintenance as specified in the *Service Guide* will invalidate warranty coverage on parts affected by the lack of maintenance. Make sure that receipts for completed maintenance work are retained with the vehicle and confirmation of maintenance work is always entered in your *Scheduled Maintenance Guide*.

Your Ford or Lincoln Mercury dealership, or Ford or Lincoln Mercury Auto Care Service Center, has factory-trained technicians who can perform the required maintenance using genuine Ford parts. The dealership looks forward to meeting your every service need to maximize your satisfaction with your vehicle.

WHO PAYS FOR WARRANTY REPAIRS?

You will not be charged for covered warranty repairs made during the warranty periods for Bumper to Bumper, Safety Restraint, Corrosion, or Emissions Coverage.

Some states have mandated alternate time coverage periods for parts of your vehicle (e.g., seatbelts).

Some states and/or local governments may require a tax on a portion of warranty repairs. Where applicable law allows, the tax must be paid by you, the owner of the vehicle.

During the Bumper to Bumper Warranty period, dealers may receive instructions to provide no-cost, service-type improvements - not originally included in your *Scheduled Maintenance Guide* - intended to increase your overall satisfaction with your vehicle.

Sometimes Ford may offer a special adjustment program to pay all or part of the cost of certain repairs beyond the terms of the applicable warranty. Check with your dealer or call 1-800-428-3673 (FORD) to learn whether any adjustment program is applicable to your vehicle. Please have your vehicle identification number available.

DO WARRANTIES APPLY IN OTHER COUNTRIES?

The *New Vehicle Limited Warranty* and the *Emissions Warranties* described in this booklet apply to your vehicle if:

- it was originally purchased through the Ford Worldwide Direct Marketing Operations Military Sales Program; or
- it was originally sold or leased by Ford Motor Company or one of its dealers in the United States or U.S. Federalized Territories, and it was originally registered/licensed and operated in the United States, U.S. Federalized Territories, or Canada.

If you meet either of these two requirements, you do have warranty coverage when you travel with this vehicle outside the United States, U.S. Federalized Territories, or Canada. In some cases, however, you may have to pay the servicing Ford dealer in a foreign country or U.S. Federalized Territory for a repair that is covered under the U.S. warranty. If this happens, be sure to save the paid repair order or invoice. You should present this document to a U.S. Ford Motor Company dealer for warranty refund consideration. Refer to www.Ford.com for additional customer assistance reference information.

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).