



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 100148

Date Received

07-JUL-2005

Repository ☐

Reference No.
10121779 5:14

OWNER INFORMATION (Type or Print)

Name

Address

City

BARNESVILLE

State PA

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 7/1/05

VEHICLE INFORMATION

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

1FMZU72EX2L

Make

FORD

Model

EXPLORER

Model Year

2002

Date Purchased
01-JAN-01

Dealer's Name and Telephone Number
SANDS FORD

Engine:

No. Cylinders 6

Fuel Type:

Gas

Original Owner
☒

Dealer's City
POTTSVILLE

State
PA

Zip Code
17901

Transmission Type
AUTOMATIC

☒ Anti-lock Brakes
☒ Cruise Control

Powertrain
4 WHEEL DRIVE

Vehicle Component Code

182610 STRUCTURE:BODY:HATCHBACK/LIFTGATE:HINGE AND ATTA

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
07-JUL-2005

Failure Mileage
17000

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/B5R15)

DOT No. (Example: DOTM1A8AC036)

☐ 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).

DT: CONSUMER STATED HE RECEIVED A RECALL 04520 IN 10-04. CONSUMER CALLED THE DEALER NUMEROUS TIMES. THEY PUT HIM ON A LIST AND INDICATED THEY WOULD CALL HIM BACK. IN 2-05 HE RECEIVED A CARD FROM FORD STATING DEALER COULD NOW ORDER PARTS FOR HIS VEHICLE. HE CALLED THE DEALER, AND THEY SAID THEY DIDN'T HAVE THE PARTS, AND THEY WILL ORDER THEM. THE DEALER SAID AGAIN HE WOULD BE PUT ON A WAITING LIST. THE RECALL WAS ON LIFTGATE BACK WINDOW BRACKETS. THAT WAS SIX MONTHS AGO AND THEY STILL HAVEN'T CALLED CONSUMER. *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.