



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  
(1-888-327-4235)  
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received  
2006 JAN 25 AM 9:17  
04-JAN-2006

Repository   
Reference No.  
10146806

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City ANKENY State IA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]  
Evening Telephone Number [REDACTED]

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 1/1

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
1FMZU73 [REDACTED] Make FORD Model EXPLORER Model Year 2004  
Date Purchased 01-MAY-04 Dealer's Name and Telephone Number DEWEY FORD 515-329-2929 Engine: No. Cylinders 8 Fuel Type: Gas  
Original Owner  Dealer's City ANKENY State IA Zip Code 80023  
Transmission Type AUTOMATIC  Antilock Brakes  Cruise Control Powertrain 4 WHEEL DRIVE Vehicle Component Code 162610 STRUCTURE:BODY:HATCHBACK/LIFTGATE:HINGE AND ATTA  
Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 04-JAN-2006 Failure Mileage 61000 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 \_\_\_\_\_ 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 File  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: THE CONTACT STATED THERE WAS NHTSA RECALL CAMPAIGN 04V442000 REGARDING HATCHBACK HINGE AND ATTACHMENTS. THE VEHICLE HAS THE SAME PROBLEMS AS INDICATED IN THE RECALL; HOWEVER, IT IS NOT INCLUDED IN THE RECALL DUE TO THE VIN. THE CONTACT TOOK THE VEHICLE TO AN INDEPENDENT REPAIR SHOP BUT NO REPAIRS WERE MADE. \*AK

The hinges sheared off + the hatch liftgate fell off upon opening. HAS BEEN REPLACED, BUT FORD REPLACEMENT HINGES HAVE IN NO WAY BEEN MODIFIED TO CORRECT THE PROBLEM. FORD REFUSED TO PAY FOR REPAIR (OUT OF WARRANTY PERIOD)

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)

I CAUGHT THE DOOR! MY MECHANIC HAS ADVISED ME THAT BECAUSE IT IS A DESIGN FLAW THAT I CAN EXPECT IT TO HAPPEN AGAIN - I SHOULD STAND OFF TO THE SIDE WHEN I OPEN THE DOOR.

SOMEONE COULD BE SERIOUSLY INJURED.

THE PHOTOS ARE AFTER MY MECHANIC SET THE DOOR BACK IN PLACE & LATCHED THE BOTTOM - THE TOP WAS HELD IN PLACE W/ DUCT TAPE FOR 2 DAYS WHILE WE WAITED FOR PARTS. YOU CAN SEE CLEARLY THAT THE STEEL PINS PULLED RIGHT OUT OF THE HOUSING... WHICH IS MADE OF ALUMINUM. THE PINS ARE ABOUT 1/4" IN DIAMETER.

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

DES MOINES IA

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NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

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U.S. Department of Transportation National Highway Traffic Safety Administration Office of Defects Investigation, NVS-216 400 7th Street, SW Washington, DC 20590



VEHICL

OWNER'S

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

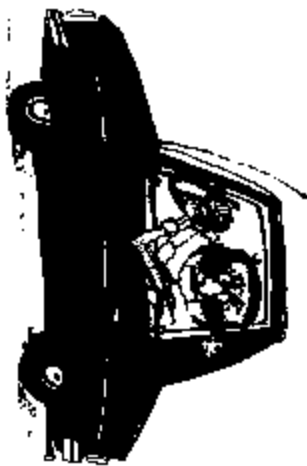
TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

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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