



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
2006 FEB 13 PM 2:05
05-JAN-2006

Repository
58
Reference No.
10147012

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City BLAND State MO Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number SAME

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 a signature, NHTSA will not provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 2/11/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FM7U [REDACTED]
Make FORD Model EXPLORER SPORT TRA Model Year 2005
Date Purchased 10-26-AUG-05 Dealer's Name and Telephone Number DENNY FORD Engine: No. Cylinders 6 Fuel Type: Gas
Original Owner Dealer's City ROLLA State MO Zip Code 85401
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain 4 WHEEL DRIVE Vehicle Component Code 132000 VISIBILITY:GLASS, SIDE/REAR Both Sides
Multiple Failure: 100

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 05-JAN-2006 Failure Mileage 70 Failure Speed 0

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: DOTM1A9A3C038) 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(s), failure(s), crash(es), and injury(ies).)

Crash Yes No Fire Yes No
Number of Persons Injured: [REDACTED] Number of Deaths: [REDACTED] 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 WHILE ATTEMPTING TO OPEN OR CLOSE THE REAR WINDOW THE GLASS SEPARATED FROM THE WINDOW HOUSING TRACK. ON FIVE OCCASIONS THE VEHICLE WAS TAKEN TO THE DEALER, ADJUSTMENTS WERE MADE TO THE TRACK. HOWEVER, THIS DID NOT SOLVE THE PROBLEM. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-578) 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.

We purchased our Explorer Sport Trac 7-6-05. Once we had it home and was able to really look it over, we discovered the rear windows had a lot of play in them, from side to side. They have so much play in them you can lift them up out of the track.

We had to take the truck in right after we purchased it for some other repairs that needed to be done. We made it clear to the dealership that we were concerned about the windows and they agreed with us that the windows shouldn't be like that.

The dealership tried looking it over, they wasn't sure what to do, so they said they would need to talk to a rep and see what ideas he could give them. After several attempts at trying to figure out what could be done to resolve this problem, we were told a Ford engineer would need to come out and look at it.

After about six or seven weeks past, we called the dealership up to find out why we hadn't heard from the Ford engineer or rep yet.

The service manager then let us know that since Ford hadn't had anyone else complain about the windows, they didn't feel our complaint was worth them even looking at, and they didn't plan on doing anything about it.

The service manager did let us know that they had checked other years of the same vehicle and the windows were fine. He said they finally had a 2005 come in and its windows did the same thing ours did.

Maybe were the first ones to ever complain about this, but I think when a consumer spends over twenty five thousand dollars on a vehicle and you can take the windows out of the track, you have a problem, it's not supposed to do that.

We feel they may have a defect in their design. You would think they would want to look into it a little further and make sure there were no reasons for any safety concerns.

Hopefully you can understand our concern.

I'm enclosing copies of our repairs, there are two separate invoices, although we had the vehicle in several times.

The dealership doesn't have any work or diagnosis listed about the windows, it's not mentioned at all.

Only comment made was that customer has several issues on new vehicle.

Hopefully you will be able to help us resolve our problem.

[REDACTED]
[REDACTED]
[REDACTED]
Bland, Mo. [REDACTED]
[REDACTED]

**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).**