



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

2004 MAR -3  
26-JAN-2006

Repository ☐

Reference No.  
10148759

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City CHESHIRE

State CT

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

Do you authorize NHTSA to release your name and address to the manufacturer of your vehicle?  
In the absence of an authorized signature, provide your name or address to the vehicle manufacturer.  
Signature of Owner [REDACTED] Date 01/27/06 ☒ YES ☒ NO

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
1FMZU73E12U [REDACTED]

Make  
FORD

Model  
EXPLORER

Model Year  
2002

Date Purchased  
01-JUL-01

Dealer's Name and Telephone Number  
MORANDE FORD 860-828-3546

Engine:  
No: Cylinders 6

Fuel Type:  
Gas

Original Owner  
☒

Dealer's City  
BERLIN

State  
CT

Zip Code [REDACTED]

Transmission Type  
AUTOMATIC

☒ Antilock Brakes  
☒ Cruise Control

Powertrain  
4 WHEEL DRIVE

Vehicle Component Code  
151000 SEAT BELTS:FRONT

Multiple Failure: 2

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

Incident Date(s)  
26-JAN-2006

Failure Mileage  
85000  
52225

Failure Speed [REDACTED]

**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: DOTM19ABC036) [REDACTED]

☐ 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 THE AIRBAG LIGHT INTERMITTENTLY ILLUMINATES. THE VEHICLE WAS SEEN BY A DEALER. THE SERVICE DEPARTMENT DETERMINED BOTH FRONT SEATBELTS NEEDED TO BE REPLACED DUE TO THE INTEGRATED AIRBAG/SEATBELT SYSTEM. THE ENTIRE FRONT SEATBELTS WERE REPLACED ACCORDINGLY BUT THE AIRBAG LIGHT LATER ILLUMINATED. THE VEHICLE WAS TAKEN BACK TO THE DEALER. THE SERVICE DEPARTMENT SUGGESTED REPLACING THE SEATBELTS AGAIN.

Repair/Service Invoices + correspondence  
between owners and Ford enclosed.

Thank you.

within the last 30,000 miles we had to replace/repair this problem

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.

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Dear [REDACTED],

Thank you for contacting the Ford Motor Company Customer Relationship Center regarding air bag indicator concern.

We have reviewed your situation and according to the Vehicle Identification Number(VIN), your 2002 Ford Explorer 4 DR XLT MPV 4X4 has warranties, recalls or customer satisfaction programs on your vehicle that would provide assistance for this repair. The repair cost is now the customers responsibility.

If you have any other inquiries or concerns, please feel free to contact us and we will be happy to address them for you.

Sincerely,  
Noor  
Customer Relationship Center  
Ford Motor Company

[THREAD ID:1-2MI3SL]

-----Original Message-----

**From:** [REDACTED]  
**Sent:** 12/28/2005 08:29:14 PM  
**To:** <crcfmc@ford.com>  
**Subject:** Problem\_with\_my\_vehicle

Contact Us

First Name: [REDACTED]

*Please  
see  
page 2  
\**

Last Name: [REDACTED]  
 Email Address: [REDACTED]  
 Zip/Postal Code: [REDACTED]  
 Daytime Phone: [REDACTED] x  
 Home Phone: [REDACTED] x  
 Inquiring About Own Vehicle: Yes  
 VIN : 1FMZU73E12U [REDACTED]  
 Mileage : 85000  
 Contacted Dealer: Yes  
 Servicing Dealer: Morande Ford  
 Vehicle location: My possession  
 Home Address: 185 Cornwall Avenue  
 City: Cheshire  
 State/Province: CT  
 Country: U.S.A

Questions: In April & September 2004 I had the 2002 Explorer to Morande Ford due to the air bag light coming on, staying on, and sometimes flashing. They came to the conclusion that my seat belts needed to be replaced. I have spoken to Andrea on 5/18/04 at the Customer Relation Center and Natalie on 9/20/04 due to the fact that the vehicle was only 2 years old but I had gone over the factory warranty mileage and there is no reason that the seat belts should have failed regardless of the mileage on a vehicle that was only 2 years old. As a result of my conversations with the Customer relationship center, the dealer reluctantly reimbursed me 1/2 of the \$337.98 I paid to have the seat belts replaced. They gouged the panels when they removed them to replace the belts and when we tried to get them replaced we were given a difficult time by Jason Lewis, Service Advisor. I was so upset by the attitude given - we had done a lot of business with that dealership over the years and made many referrals to them - when there is no way we would have ever taken a tool to those panels to remove them ourselves and yet they were giving us such a hard time about replacing them that I just gave up and said we would switch dealers - which we have. Now this week, the last week of December 2005, the exact same problem is happening. The air bag light intermittently is flashing on and off, sometimes it stays on, sometimes it is not on at all. Now what? It has been over one year that Morande replaced the belts - and I'm right back where I started. I do not feel safe driving my family in this vehicle again. Is the air bag going to randomly deploy? Will it deploy if it is needed? I am really discouraged by this. We have bought 5 or more Fords from this dealer within the last 10 years. I am not interested in dealing with them on a service level any longer. This truck has been a disappointment from the start - I've replaced the rear washer motor, the odometer, the seat belts, and I've had problems with the

MARISHA

JACKIE

1st Rec. Center -

AIR QUALITY Decision

Adm By CRC.

RC Brown

5 150

7 150

5 exp

1 exp

1 exp

154000.00 NEW VEH.

\$140,000

Accessories Parts + Labor Service

automatic door locks. I would like to discuss this situation and what can be done to correct it. I appreciate your attention and guidance on this matter.

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ACT (FOIA), 5 U.S.C. 552(b)(6).