



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-STOP
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100146

Date Received

Repository ☐

2006 MAY 25 AM 9:53
09-MAY-2006

Reference No.
10157105

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City EAST AURORA State NY Zip Code 14052

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? ☒ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 5/17/2006

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FMZU75E [REDACTED] Make FORD Model EXPLORER Model Year 2002
Date Purchased 15-NOV-02 Dealer's Name and Telephone Number MIKE OGIBENE FORD Engine: No. Cylinders 6 Fuel Type: Gas
Original Owner ☒ Dealer's City BATAVIA State NY Zip Code 14020
Transmission Type AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control Powertrain ALL WHEEL DRIVE Vehicle Component Code 022110 SUSPENSION; REAR; SPRINGS; COIL SPRINGS
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 09-MAY-2006
Failure Mileage 126000
Failure Signed Fall 2005 >100,000

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), defect(s), condition(s), 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*: THE CONTACT STATED WHILE HAVING REPAIRS PERFORMED AT A LOCAL INDEPENDENT REPAIR SHOP, THE MECHANIC NOTICED THE REAR SUSPENSION COIL SPRINGS WERE BROKEN AND NEEDED TO BE REPLACED. THE MANUFACTURER WAS ALERTED.

* see back

Include, if available: Police/Fire Department Report, Photos, and Repair Invoices. 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 responses 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.

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

After having my rear axle driven seal ~~and~~ components repaired which after researching found this also to be a very popular defect in Ford Explorers, the mechanic stated both rear springs were broken. Mechanic stated

ATTACH ADDITIONAL SHEETS IF NECESSARY

he has already replaced the rear springs in a 2004 Explorer w/ only 24 Kmiles



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



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-210
400 7th Street, SW
Washington, DC 20590

Think your vehicle
has a safety defect?



If so:

Use the enclosed
card to file a report

or visit

www.safercar.gov

or call

vehicle safety hotline

888-327-4236



Write Owner's Questionnaire (OQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration