



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

06 DEC -1 AM 8:40

Repository ☐

Reference No.

10172688

OWNER INFORMATION (Type or Print)

Name

Address

City

HOWELL

State

MI

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 a signature, provide your name or address to the vehicle manufacturer.
Signature of Owner ☒ YES ☒ NO Date 11/14/06

VEHICLE INFORMATION

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

1FMZU73W92L

Make

FORD

Model

EXPLORER

Model Year

2002

Date Purchased
19-SEP-02

Dealer's Name and Telephone Number
BRIGHTON FORD

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

☒

Dealer's City

BRIGHTON

State

MI

Zip Code

Transmission Type

AUTOMATIC

☒

Antilock Brakes

☒

Cruise Control

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

06-NOV-2006

Failure Mileage

54050

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

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 ACCELERATING, THE VEHICLE VIBRATED AND A NOISE WAS HEARD. THE VEHICLE WAS TAKEN TO THE DEALER FOUR TIMES WHERE THE TRANSMISSION CONVERTER WAS REPLACED TWICE, HOWEVER THE PROBLEM RE-CURRED. ALSO, WHILE THE CONTACT WAS CHANGING THE OIL IT WAS NOTICED A WIRE FROM THE BATTERY WAS BARE. THE DEALER HAD NOT BEEN ALERTED AND NOTHING.

PLEASE SEE UPDATE ON REVERSE

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.

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

AFTER MULTIPLE TRANSMISSION REPAIRS INCLUDING TWO TRANSMISSION CONVERTERS THE
REPAIRING DEALERSHIP REPROGRAMMED THE TRANSMISSION CONTROL COMPUTER. AFTER
AN ADDITIONAL CONCERN^{TRANSMISSIONS WERE} WAS REPORTED. OTHER REPAIRS WERE ALSO DONE DURING
THE SERVICE VISIT. THE VEHICLE TRANSMISSION IS STILL NOT SHIFTING PROPERLY
AND DURING ACCELERATION THE VEHICLE VIBRATES AND THERE IS AN ACCELERATION
FLUCTUATION. UPON PHYSICAL INSPECTION AN O2 (OXYGEN) SENSOR WAS FOUND DAMAGED
TO THE RIGHT SIDE OF THE HOUSING. THE SENSOR WAS COVERED IN GLUE AND TIE
WRAPPED TO THE TRANSMISSION MOUNT. ALSO DURING THE INSPECTION THREE BARE
WIRES IN A BUNDLE WERE FOUND ABOVE THE OIL FILTER DRAIN SHROUD. THE DLR AND

ATTACH ADDITIONAL SHEETS IF NECESSARY

FORD MOTOR COMPANY HAVE BEEN
ALERTED BUT HAVE NOT RESPONDED
THE ATTACHED E-MAIL STATES THAT
FORD MOTOR CO. HAS CLOSED THE CASE.

DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADMIN'
400 7TH ST SW
WASHINGTON DC 20590

OFFICIAL BUSINESS

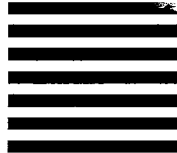


NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE



US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214



NHTSA
www.nhtsa.gov

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

or call:
Vehicle Safety Hotline
888-327-4236

or visit:
www.safercar.gov

ANSING MI 489
16 NOV 2006 PM 2 T
If so:
Use the enclosed
form to file a report.



Think your vehicle
has a safety defect?

United Way



Wed, 15
Nov
2006
07:29:01
-0800
(PST)

e-mails sent to and received from Ford Motor Co.
11/15/2006 PRINT

From: [REDACTED]

 Add to Address Book  Add Mobile Alert

Subject: Re: Ford Motor Company

To: crcfmc@ford.com

First of all Krug Ford broke the oxygen sensor on our 2002 Ford Explorer which is causing acceleration problems with our vehicle. Second, John Pater is a liar and did not speak with either of us on October 23, 2003. Third, you have been notified that a potential fire situation exists with the same vehicle due to a manufacturers defect.

We will work this out with the Attorney Generals Office of the State of Michigan, the NHTSA, the EPA and the BBB. If the problem is not resolved by these agencies we will be seeing you in court.

crcfmc@ford.com wrote:

Dear [REDACTED]

Thank you for contacting the Ford Motor Company Customer Relationship Center with your follow-up email.

As previously communicated to you on October 23, 2006, we feel that every consideration has been given to this matter, and was appropriately addressed in our prior response. Based on the information you have provided, our decision remains the same. If any new information regarding this matter should become available in the future, please let us know. However, at this time, this will be our last written communication to you regarding this concern.

We consider the satisfaction of our customers one of our most important objectives. 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,

Marie

Customer Relationship Center
Ford Motor Company

[THREAD ID:1-379RQA]

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

From: [REDACTED]

Sent: 11/12/2006 04:54:10 PM

To: crcfmc@ford.com

Subject: Re: Ford Motor Company

Dear Ford Motor Company: You are making no sense with your reasoning with respect to helping us resolve our repair problems. It was simple for us to research the problem today with the use of the internet to determine the problem with our 2002 Ford Explorer XLT. The vibration/fluxuation on acceleration is most likely being caused by the broken O2 sensor caused by Krug Ford. John Pater is another matter and we do not care how you resolve the false communication by him. We are prepared to go all the way on this faulty repair problem being caused by the broken sensor that is covered with glue and tie wrapped to the transmission. We have filed complaints with everyone we can think of and all of this could have been avoided with a live phone call or return phone call from John Pater after the service visit. In the mean time, we are confident that we are doing the right thing. Call us or don't call us. Mail us or don't mail us. The problems will be resolved. P. S. You should also be aware that the bare wires found above the oil shroud during our inspection of the underside of the vehicle on November 5, 2006 are a potential fire hazard. The wire harness appears to have been rubbing against the shroud since the vehicle was new. This information was also included in our complaints.

crcfmc@ford.com wrote: [REDACTED]

Thank you for contacting the Ford Motor Company Customer Relationship Center with the requested information.

The circumstances that you have outlined in your original e-mail have been given careful consideration. Our records indicate that on October 23, 2006, you were contacted by a Ford Customer Care Specialist, John Pater, via phone and were advised that any future concerns not covered by your Extended Service Plan would be your responsibility. If any new information regarding this matter should become available in the future, please let us know. However, at this time our decision remains the same.

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,
Alice
Customer Relationship Center
Ford Motor Company

[THREAD ID:1-35Z2O8]

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

From: [REDACTED]
Sent: 10/25/2006 10:20:56 AM
To: crcfmc@ford.com
Subject: Re: Ford Motor Company

crcfmc@ford.com wrote: Dear [REDACTED]

Thank you for contacting the Ford Motor Company Customer Relationship Center regarding your e-mail.

We would like to assist you; however, in order to process your request more information is needed. Please include your original message with the following additional information to allow us to proceed.

Last Name: [REDACTED]
First Name: [REDACTED]
Address: [REDACTED]
City: Howell
State: MI
Zip Code: [REDACTED]
Cellular Phone Number: [REDACTED]
Daytime Phone Number: Same
Home Phone Number: Same
Vehicle Year: 2002
Vehicle Make: Ford Vehicle Model: Explorer XLT
Vehicle Identification Number: 1fmzu73w92u [REDACTED]
Odometer Reading: 53,500
Servicing Dealership: Krug

If you would prefer to provide this information over the phone, you may call us toll free at 1-800-392-3673 between the hours of 8am to 5pm, local time, Monday through Friday. Hearing impaired callers with access to a TDD may contact us by calling 1-800-232-5952.

We consider the satisfaction of our customers one of our most important objectives. 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,
Louie Kim

Customer Relationship Center
Ford Motor Company

[THREAD ID:1-35Z2O8]

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

From: [REDACTED]
Sent: 10/23/2006 12:24:28 PM
To:
Subject: Question_to_Ford_Motor_Co

Contact Us

First Name: [REDACTED]

Last Name: [REDACTED]

Email Address: [REDACTED]

Questions; We have had our vehicle in many times for the same issues. Some issues are unresolved and some are new, caused directly from the repairing dealership. Our Ford contact John Pater is not useful and does not follow up when he says he will. We now have to return again to have additional work done and we keep finding new things that have been done to the veh. by the dealership.
