



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

12-MAR-2007 7:41

19-MAR-2007

Repository ☐

Reference No.
10185496

OWNER INFORMATION (Type or Print)

Name

Address

City WAYLAN

State NY

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? ☐ YES ☒ NO

In the absence of your name or address to the vehicle manufacturer.

Signature of Owner Date 3/29/07

VEHICLE INFORMATION

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

1FM7UJ73F4711

Make
FORD

Model
EXPLORER

Model Year
2002

Date Purchased
07-JUN-05

Dealer's Name and Telephone Number
WENTWORTH MOTORS 585-335-6086

Engine:
No: Cylinders 6

Fuel Type:
Gas

Original Owner
☐

Dealer's City
DANVILLE

State
NY

Zip Code
14437

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
4 WHEEL DRIVE

Vehicle Component Code
022100 SUSPENSION:REAR:SPRINGS

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
13-DEC-2006

Failure Mileage
10300

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

0

Number of Deaths

0

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).

TL*-THE CONTACT STATED THAT WHILE DRIVING 50 MPH IN THE 2002 FORD EXPLORER HE HEARD A LOUD NOISE COMING FROM THE BACK OF THE VEHICLE. THE CONTACT TOOK THE VEHICLE TO DEALER FOR A WHEEL BEARING REPAIR WHEN THE ODOMETER REACHED 10,300 MILES, AND WAS INFORMED THAT BOTH THE REAR SPRING AND THE EMERGENCY BRAKE CABLE WERE FRACTURED. THE CONTACT STATED THAT HE TRIED TO GET A RESOLUTION FOR REPAIRS ON THE VEHICLE BECAUSE IT WAS STILL UNDER WARRANTY, BUT THE DEALERSHIP REFUSED TO REPAIR THE VEHICLE UNLESS THE CONTACT PAID FOR THE REPAIRS. THE CONTACT PURCHASED THE VEHICLE FROM WENTWORTH MOTORS, AND THEY TOLD THE CONTACT THAT HE HAD TO TAKE THE VEHICLE TO A FORD DEALERSHIP FOR THE REPAIRS. THE CURRENT MILEAGE WAS 10,600.*AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

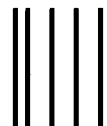
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether 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)

WIFE AND I WERE DRIVING TO STORE 3 MILES AWAY WHEN WE
HEARD A LOUD SNAP-BANG AT 50 MILES PER HOUR, WE FELT OUR
SUV SWAY TO PASSENGER SIDE. I IMMEDIATELY SLOWED DOWN,
PULLED OFF SIDE OF ROAD IN ABOUT 1 1/2-2 FT. OF SNOW. I TRIED
TO LOOK FOR PROBLEM BUT COULD NOT SEE ANYTHING BECAUSE OF
WEATHER. 2-3 WEEKS LATER SOMETHING HAPPENED TO DRIVERS
SIDE, I ALREADY HAD APP. FOR MY EMERGENCY BRAKE CABLES TO
BE LOOKED AT, THATS WHEN WEST-HERR FORD DEALER TOLD ME
BOTH SPRINGS WERE BROKE. IF I WAS GOING ANY FASTER I
WOULD HAVE LOST CONTROL OR ROLLED MY SUV. I FEEL THE
PROBLEM SHOULD BE ADDRESSED. ^{ATTACH ADDITIONAL SHEETS IF NECESSARY} CASE #
1382210797

DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
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



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**

www.nhtsa.gov
NHTSA

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National Highway Traffic Safety Administration