



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

Repository ☐

2007 OCT 22 AM 10:49
25-SEP-2007

Reference No.
10204077

OWNER INFORMATION (Type or Print)

Name

Address

City

DEWOODLAND

The Woodlands

State TX

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 an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date / /

VEHICLE INFORMATION

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

1FMZU62K44

Make

FORD

Model

EXPLORER

Model Year

2004

Date Purchased
01-AUG-04

Dealer's Name and Telephone Number

Planet Ford (281) 719-3816

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Spring

State

TX

Zip Code

Transmission Type

☒ Antilock Brakes

Powertrain

4 WHEEL DRIVE

AUTOMATIC

☒ Cruise Control

Vehicle Component Code

062100 ENGINE AND ENGINE COOLING:COOLING SYSTEM:RADIATO

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

21-SEP-2007

Failure Mileage

63000

Failure Speed

0

Engine blew up due to defective manufacturing.

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 OWNS A 2004 FORD EXPLORER. THE CONTACT STATED THAT THE VEHICLE WOULD NOT START. SHE DEPRESSED THE ACCELERATOR PEDAL AND THE VEHICLE STARTED AND BEGAN TO VIBRATE. SHE THEN PLACED THE VEHICLE IN REVERSE AND HEARD A LOUD CLUNKING NOISE. SHE SMELLED A STRONG GAS ODOR INSIDE THE PASSENGER COMPARTMENT. THE CONTACT LOOKED IN HER REARVIEW MIRROR AND NOTICED A LARGE AMOUNT OF SMOKE COMING FROM THE EXHAUST SYSTEM. SHE PARKED THE VEHICLE AND HAD IT TOWED. SHE THEN NOTICED THAT ALL OF THE RADIATOR FLUID LEAKED OUT. THE MECHANIC STATED THAT THE VALVE FAILED AND DAMAGED THE ENTIRE ENGINE. THE MECHANIC ALSO STATED THAT THE ENGINE NEEDED TO BE REPLACED AND APPEARED TO BE A MANUFACTURER DEFECT. THE CURRENT AND FAILURE MILEAGES WERE 63,000.

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)

See Attached Sheet, Dealer Invoice, & Treatment Plan's for Vehicle, and Rental Car Cost's.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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



If so:

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

or visit:

www.safercar.gov

or call:

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



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



U.S. Department of Transportation
NHTSA
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590

RE: [REDACTED]

Dear Investigator,

I have supplied all the necessary information that you have specified. I am including my statement of what transpired the day the engine blew up, as well as, what has transpired in the meantime. On the morning of September 21, 2007, I got into the vehicle and attempted to start it. It would not start. I depressed the accelerator pedal and it started up. The car began to vibrate. I couldn't figure out what was going on. I put the car in reverse and heard a loud clunk. I started smelling gas coming into the car. I looked in the rearview mirror and saw large billowing clouds of white smoking coming from the exhaust pipe. I attempted to park the car and called AAA to tow it. The mechanic from Milstead Automotive and Towing Service asked me what the problem was with the car. I explained everything to him. He looked at the exhaust pipe and told me that radiator fluid and moisture was in the exhaust pipe. He towed the car to Planet Ford. Planet Ford is the dealership where I purchased the car. I rented a car to take the children to school etc.

On September 25, 2007, Rudy Gonzalez, Planet Ford Service Consultant, called to tell me that the Engine blew up. I asked how this could happen. He stated, "A valve fell into the engine and caused it to blow up." I was appalled. I wanted to know how this could happen. He stated, "A spring broke causing the #2 valve to fall into the engine and damage it." I stated, "That sounds like a manufacturer's defect to me and I should not have to pay for it." Mr. Gonzalez laughed and stated, "It sure look's like it is a manufacturer's defect. The cost is [REDACTED]." I almost passed out.

I decided to go into Planet Ford and find out what was going on. The Dealership went out of its way to assist me. We reviewed ways to attempt to get another car. (Car was now worth only [REDACTED]) I would have to put down [REDACTED] to get a car and the payment would go up. I still owed [REDACTED] on the car. Rudy went out of his way to help me. He called Ford Motor Company and someone else to assist me with the payment. The breakdown is as follows after adjustments by the dealer:

- Lesa Alexander paid [REDACTED]
- Planet Ford paid [REDACTED]
- Ford Motor Company paid [REDACTED]
- Rental Fees of around [REDACTED] paid by Lesa Alexander
- Rental Fees of around [REDACTED] paid by Planet Ford.

It was not the responsibility of Planet Ford or me to pay any of these fees. This was a FMC defect that could have killed me, my children, or other drivers on the freeway. I am thankful to God that the car never made it out of the complex. I would like all of the monies that I paid reimbursed to me and Planet Ford to be repaid also. The dealership has been replacing missing, defective and/or recalled items on this car every since I purchased it. I am sending you a list of items that were replaced for one of these reasons. But guess what, the items are still not repaired or functioning.

List:

Sun Visor- Under warranty – fell off – replaced- fell off again and is still off.

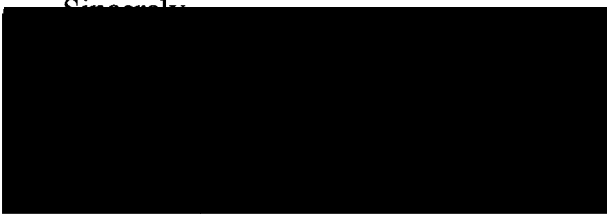
Missing metal piece under the car Under warranty– replaced.

Gear shaft – would not shift into park – TBS piece replaced by FMC – Gear shaft stick's daily and now it sticks in drive. You put the car into drive and it won't go! You have to shift into 3rd gear and go back to drive. THIS CAR IS AUTOMATIC!!

New Engine – sluggish – Car is due to go back to Planet Ford next week. I reported to the dealership before leaving with the car on October 1, 2007, that it was sluggish. I put my foot on the gas and it wouldn't move. I came back in on Oct 2, 2007 to attempt to have it fixed as well as due maintenance on the car. **The car still is not right.**

Cruise Control – While using the cruise control at speeds of 50mph or more. The car will just shut off!

I have been complaining to the Dealership about the car since I purchased it. I was told that as soon as they get the notice, I am under another Recall Notice. Ford use to have a good reputation but not anymore. I sincerely hope that you can help me.

Sincerely,




Recommended Treatment Plan

Thank you for allowing us to help you maintain your vehicle. In our effort to help you keep your vehicle operating at peak performance, we have assembled this customized Recommended Treatment Plan that addresses the needs of your vehicle. Please review its contents and let your advisor know which services you would like us to perform today. If you have any questions or concerns please don't hesitate to contact us. We are here to help you.

[REDACTED]
[REDACTED]
THE WOODLANDS, TX
[REDACTED]
[REDACTED]

46

[REDACTED]
Service Consultant

Estimate Worksheet

RO Number: 421614

Customer: [REDACTED]

SA: [REDACTED]

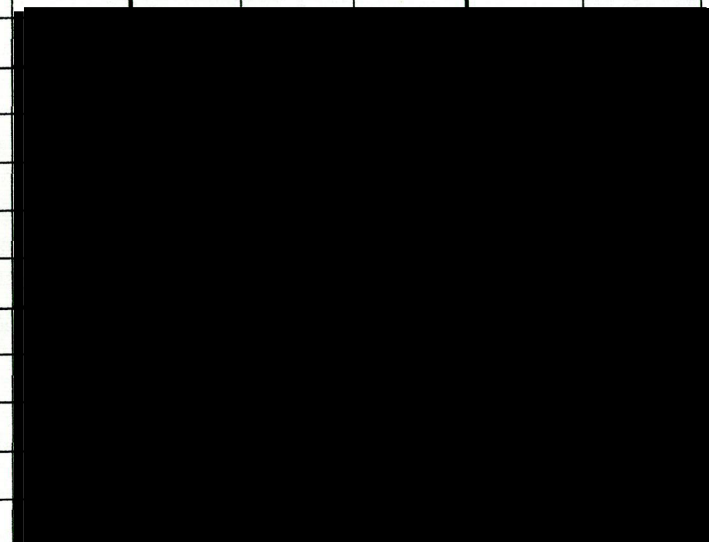
Tech: Michael Flammer

Printed: Tuesday, September 25, 2007

Vehicle: 2004 Ford Explorer XLT 4.0L V6 K SOHC (MFI)

VIN: 1FMZU62K44Z [REDACTED]

		PARTS					LABOR			TOTAL	
RO Rec	Observation	Part No.	In Stock? # Y/N	Price	Total	Hours	Rate	Total	Parts & Labor	Customer Estimate	
COMPRESSION TEST	INSPECT AND DETERMINE ENGINE CONDITION										
NEEDS ENGINE	ENGINE AND CYLINDER DAMAGE FROM VALVE DROPPED IN #2 HOLE										
TEAR DOWN AND INSPECT	INSPECT AND DETERMINE ENGINE CONDITION										





Know Your Vehicle

FITNESS INSPECTION and TREATMENT PLAN

OUR VALUED CUSTOMER

[REDACTED]
[REDACTED]
THE WOODLANDS TX [REDACTED]
[REDACTED]

Rudy Gonzalez
Service Consultant

YOUR VEHICLE

Year 2004	Make Ford	Model Explorer	Engine Type 4.0L V6 K SOHC (MFI)
Mileage 63,218	VIN # 1FMZU62K44 [REDACTED]	License #	Date 10/1/2007



Requested Services

The following is what you requested we perform or investigate regarding your vehicle:

- ✓ 1. QC MAINTENCE INSPECTION TECH.....m/o.....m/i.....
- ✓ 2. 4 WHEEL ALIGNMENT--99.95



Vehicle Package

Planet Ford Multipoint Inspection



Specifications & Capacities

We searched our database for specification and capacity information and found the following:

Description	Specification
Spark plugs	Electrode gap = .068 inches
Fuel Tank	22.5 US Gallons
Brakes	Hydraulic Brake Fluid, Extra Heavy Duty OE Part No/Spec: P/N PM-1, Spec No. ESA-M6C25-A
Transmission	MERCON-SP Automatic Transmission Fluid OE Part No/Spec: P/N XT-6QSP (5R110W)
	MERCON- V Automatic Transmission Fluid OE Part No/Spec: P/N XT-5-QM (5R55W)



Recommended Treatment Plan

After carefully analyzing your vehicle and the data we researched, we have generated a treatment plan that will return your vehicle to "like new" performance status.

Requested Services	Declined	Approved
1. QC MAINTENCE INSPECTION TECH.....m/o.....m/i.....		X
2. 4 WHEEL ALIGNMENT- [REDACTED]		X

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**