



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 NOV -6 AM 8:32
09-OCT-2007

Reference No.
10205223

OWNER INFORMATION (Type or Print)

Name

Address

City WINDBER

State PA

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 ☐ or name or address to the vehicle manufacturer.
Signature of Owner ☐ Date 10/28/07

VEHICLE INFORMATION

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

Make
FORD

Model
EXPLORER

Model Year
2002

1FMZU 73 W82

Date Purchased
01-OCT-04

Dealer's Name and Telephone Number

East End Auto

814-467 8883

Engine:
No: Cylinders 8

Fuel Type:
Gas

Original Owner
☐

Dealer's City

Windber, Pa

State

Zip Code

Pa

15963

Transmission Type

☒ Antilock Brakes

Powertrain

AUTOMATIC

☒ Cruise Control

4 WHEEL DRIVE

Vehicle Component Code

022110 SUSPENSION: REAR: SPRINGS: COIL SPRINGS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
05-OCT-2007

Failure Mileage
61000

Failure Speed
0

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: DOTM9ABC036)

☐ 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 2002 FORD EXPLORER. DURING A ROUTINE INSPECTION, THE MECHANIC STATED THAT THE REAR COIL SPRINGS BROKE. THE DEALER INSPECTED THE VEHICLE AND STATED THAT THE REAR COIL SPRINGS WERE DEFECTIVE. THE MECHANIC REPLACED THE REAR COIL SPRINGS AND THERE HAD BEEN NO FURTHER OCCURRENCES. THE CURRENT AND FAILURE MILEAGES WERE 61,000. THE DEALER INFORMATION IS NOT AVAILABLE. THE VIN WAS UNAVAILABLE.

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 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)

I Have The Defective Parts If you need
proof of The Failure. Lauret Ford of Windber
Have seen These broken parts and Told me
This was a common problem but Ford will NOT
stand by there products

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

JOHNSTOWN PA 150

29 OCT 2007 PM 2 T

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

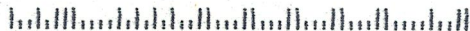
BUSINESS REPLY MAIL

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

20590+0000



safecar.gov

**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**

nhitsa
www.nhtsa.dot.gov
people saving people

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