



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  
2007 DEC 12 PM 12:30  
17-OCT-2007

Repository   
Reference No.  
10205992

**OWNER INFORMATION (Type or Print)**

Name [Redacted]  
Address [Redacted]  
City FELTON State CA Zip Code [Redacted]

Daytime Telephone Number [Redacted] E-mail Address [Redacted]  
Evening Telephone Number Same

Do you authorize NHTSA to contact the manufacturer of your vehicle?  YES  NO  
In the absence of an authorized signature, your name or address to the vehicle manufacturer.  
Signature of Owner [Redacted] Date 10/23/07

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
1FMZU63K24UB [Redacted] Make FORD Model EXPLORER Model Year 2004

Date Purchased 10-APR-04 Dealer's Name and Telephone Number SWANSON Ford - LOS GATOS Engine: No: Cylinders 6 Fuel Type: Gas

Original Owner  Dealer's City LOS GATOS State CA Zip Code [Redacted]

Transmission Type AUTOMATIC  Antilock Brakes  Cruise Control Powertrain REAR WHEEL DRIVE Vehicle Component Code 132000 VISIBILITY:GLASS, SIDE/REAR Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 14-OCT-2007 Failure Mileage 33,500 Failure Speed 0 Rear R Window glass door Hinge Broke & Glass fell from Hatch door

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make Michelin Tire Model (Name or Number) [Redacted] Tire Size (Example P215/65R15)  
DOT No. (Example: DOTM19ABC036)  Original Equipment  Prior Repair Failure Location: S  
Tire Component Code [Redacted] Tire Failure Type [Redacted]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]  
Seat Type: [Redacted] Installation System: [Redacted]  
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

**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. WHILE USING THE REMOTE TO OPEN THE REAR WINDOW, THE GLASS HINGE FAILED AND CAUSED THE WINDOW TO FALL FROM THE WINDOW FRAME. THE CONTACT NOTIFIED THE DEALER AND MANUFACTURER AND THEY STATED THAT HIS VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER 01I010000 (VISIBILITY:GLASS, SIDE/REAR). THE WINDOW HAS YET TO BE REPAIRED. THE CURRENT AND FAILURE MILEAGES WERE 36,800. 33,500

This is a serious Failure - Glass window - Falling could seriously injure persons by falling & or broken glass.  
(is Ford still using 2002 or 2003 style hinges on 2004 Models)

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.