



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 AM 10:58** Repository
Reference No. 10206289

OWNER INFORMATION (Type or Print)

Name [REDACTED] Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Address [REDACTED] Evening Telephone Number [REDACTED]
City HIGH RIDGE State MO Zip Code [REDACTED]

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 [REDACTED] Date **10-26-07**

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1FMZU73K94Z [REDACTED]
Make: FORD Model: EXPLORER Model Year: 2004
Date Purchased: 01-JAN-05 Dealer's Name and Telephone Number: SUNSET AUTO COMPANY 314-843-4431 Engine: No: Cylinders 6 Fuel Type: Gas
Original Owner: Dealer's City: ST LOUIS State: MO Zip Code: 63127
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control Powertrain: 4 WHEEL DRIVE
Vehicle Component Code: 103000 POWER TRAIN:AUTOMATIC TRANSMISSION
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 15-OCT-2007 Failure Mileage: 51578 Failure Speed: 15

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTM19ABC036): [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
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 THE VEHICLE WAS PARKED AND THE ENGINE WAS RUNNING, THE VEHICLE ROLLED INTO THE CONTACT'S HOME. WHILE DRIVING TO THE DEALER AT 15 MPH, THE VEHICLE FAILED AND WOULD NOT MOVE. THE VEHICLE WAS PLACED IN EACH GEAR, BUT IT STILL WOULD NOT MOVE AND THE ENGINE REVVED. THE VEHICLE WAS TOWED TO THE DEALER. WHEN IT ARRIVED, THE VEHICLE WAS PLACED IN REVERSE AND DROVE BACKWARDS; WHEN THE GEAR WAS PLACED IN DRIVE, IT DROVE FORWARD. THE MECHANIC STATED THAT THE VEHICLE HAD A DEFECTIVE SHIFT INDICATOR AND IT WAS REPLACED. THE VEHICLE OPERATED NORMALLY WHEN IT WAS TEST DRIVEN. FOUR DAYS LATER, THE FAILURE RECURRED. THE TRANSMISSION IS MAKING NOISES WHEN DRIVING AT ANY SPEED, ESPECIALLY WHEN SHIFTING GEARS. THE VEHICLE IS CURRENTLY BACK AT THE DEALER. THE FAILURE AND CURRENT MILEAGES WERE 51,578.

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.