



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 DEC 12 AM 8:55
23-OCT-2007

Reference No.
10206681

OWNER INFORMATION (Type or Print)

Name

Address

City SAN ANTONIO

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 11/1/07

VEHICLE INFORMATION

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

1FMZU63E

Make

FORD

Model

EXPLORER SPORT

Model Year

2002

Date Purchased
14-JUL-03

Dealer's Name and Telephone Number
GARY SMITH FORD 850-244-4111

Engine:
No: Cylinders 6

Fuel Type:
Gas

Original Owner
☒

Dealer's City
RT WALTON BEACH

State
FL

Zip Code
32548

Transmission Type

☐ Antilock Brakes

Powertrain

Vehicle Component Code
100000 POWER TRAIN

☒ Cruise Control

REAR WHEEL DRIVE

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
23-OCT-2007

Failure Mileage
57360

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).

*THE CONTACT OWNS A 2002 FORD EXPLORER SPORT. THE CONTACT STATED THAT THE TRANSMISSION SLIPPED AND WAS VERY DIFFICULT TO PLACE INTO SECOND AND THIRD GEAR AND REVERSE. THE VEHICLE IS CURRENTLY AT THE DEALER AND THEY HAVE NOT PROVIDED THE CONTACT WITH THE STATUS ON HER VEHICLE. THE CURRENT AND FAILURE MILEAGES WERE 57,360.

* The slipping of the transmission could have caused a deadly accident if I were entering the freeway. The times it slipped were not consistent and I did not feel safe operating the vehicle so I placed it in the Ford service department for repairs.

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.

* After spending 2,278.32 on a repair bill - it is still not fixed. I am taking it to the Ford dealer tomorrow. Transmission repair people referred to the car as the Ford Explorer. because of the transmission...

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I am not the only one who could have been killed driving this car with a faulty transmission. There are over 190 others at Autobee.com with the same problem. (Google 2003 Ford Explorer transmission problem)

My vehicle is back in the repair shop - Gillespie Ford again - same problem. I can't afford to pay for this!
At 57,300 miles this should not have happened.

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

SAN ANTONIO TX 780
RIO GRANDE DISTRICT
02 NOV 2007 PM 6

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

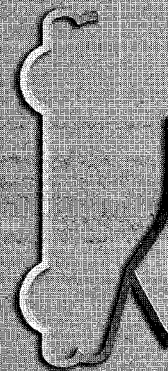
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POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590

**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**

nhtsa
www.nhtsa.gov
People saving people

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

safercar.gov

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).