



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 ☐

Reference No.
10214231

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City TRUSSVILLE

State AL

Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorized signature, I NOT provide your name or address to the vehicle manufacturer.
Signature of Owner Date 01/21/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FMZU63W9

Make
FORD

Model
EXPLORER

Model Year
2002

Date Purchased
05-JUN-04

Dealer's Name and Telephone Number
JIM SKINNER FORD

Engine:
No: Cylinders 8

Fuel Type:
Gas

Original Owner
☐

Dealer's City
BIRMINGHAM

State
AL

Zip Code

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
REAR WHEEL DRIVE

Vehicle Component Code
063200 ENGINE AND ENGINE COOLING; EXHAUST SYSTEM; MANIFOLD

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
02-JAN-2008

Failure Mileage
103000

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: 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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

0

0

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. THE CONTACT STATED THAT THERE WAS A COOLANT LEAK IN THE EXHAUST MANIFOLD. THERE IS AN EXTENDED COVERAGE PROGRAM THAT WAS INITIATED IN CLASS ACTION LAWSUIT NUMBER 05N04. THE CONTACT IS CURRENTLY EXPERIENCING THE SAME FAILURE MENTIONED WITHIN THE LAWSUIT. FORD STATED THAT THE VIN WAS NOT INCLUDED IN THE RECALL AND THE REPAIR WOULD COST \$800. THE VEHICLE HAS NOT BEEN REPAIRED. THE RECALL NUMBER WAS UNKNOWN. THE CURRENT AND FAILURE MILEAGES WERE 103,000.

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.

10013167

179152

Jim Skinner

INVOICE

9924 Parkway East
Birmingham, AL 35215
(205) 854-2222

TRUSSVILLE, AL

HOME:

BUS:

PAGE 1

CELL:

SERVICE ADVISOR: 2555 TOM MCCLAIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	02	FORD EXPLORER	1FMZU63W9		104350/104350	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT
01JAN02 IS			17:00 10JAN08		0.00	CASH
R.O. OPENED	READY	OPTIONS: ENG:4.6 Liter_EFI-SOHC				
07:04 08JAN08	15:44 10JAN08					

LINE OPCODE TECH TYPE HOURS

A CK CUSTOMER STATES HAS COOLANT LEAK AT INTAKE MANIFOLD	LIST	NET	TOTAL
EN50 REPLACED INTAKE MANIFOLD ASSEMBLY			
9859 CP			
1 1L2Z*9424*FA MANIFOLD ASY - INLET		382.50	382.50
1 YL3Z*9439*BA GASKET - INTAKE MANIFOLD	348.48	348.48	348.48
1 YL3Z*9439*BA GASKET - INTAKE MANIFOLD	13.68	13.68	13.68
1 VC*7*B ANTI-FREEZE	13.68	13.68	13.68
*****	15.72	15.72	15.72

B** CK CUSTOMER STATES HAS OIL LEAK

EN001 REPLACED OIL FILTER ADAPTOR PLATE GASKET

9859 CP			
1 F6AZ*6840*BA GASKET		212.50	212.50
*****	9.06	9.06	9.06

EST: 683.08 10JAN08 10:29 SA: 255

PAID

Check #

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work herein set forth to be done with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. THE UNDERSIGNED HEREBY AGREES TO WAIVE ALL RIGHTS TO CLAIM EXEMPTION OF PERSONAL PROPERTY UNDER THE LAWS OF THE STATE OF ALABAMA OR ANY OTHER STATE OF THE UNITED STATES AND AGREE TO PAY ALL COSTS OF COLLECTION INCLUDING A REASONABLE ATTORNEY'S FEE WHETHER OR NOT SUIT TO BE INSTITUTED.

SUPPLIES - Applicable supply items are nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor, cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

ALTERNATE DISPUTE RESOLUTION AGREEMENT
The dealer and Customer(s) agree, in connection with the resolution of any dispute arising out of any inspection, diagnosis, repair made and parts supplied to or the vehicle described on this or any other repair order, (including, but not limited to the terms of the repair order, the terms, conditions, construction and enforceability of this arbitration agreement, the condition of the vehicle, the inspection, diagnosis, repairs made or parts supplied to or the vehicle or the customer, the representations, promises, warranties, undertakings and covenants made by the Dealer in connection therewith), that Dealer and Customer(s) will submit such dispute(s) to binding arbitration, pursuant to the provisions of 9 U.S.C. Section 1, et seq. And according to the Commercial Rules of the American Arbitration Association then existing in the county where the dealership is located, except as follows: (1) the arbitrators empowered to arbitrate this matter shall be selected by the parties to this agreement as arbitrator, who shall be certified A.S.E. (American Society of Engineers) Master Mechanic; (2) The perpaid arbitration filing fees and all other costs of the arbitration proceeding shall be paid by the party seeking affirmative relief. THIS ARBITRATION SHALL BE IN LIEU OF ANY CIVIL LITIGATION IN ANY COURT, AND IN LIEU OF ANY TRIAL BY JURY.

DESCRIPTION	TOTALS
LABOR AMOUNT	595.00
PARTS AMOUNT	400.62
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	15.00
TOTAL CHARGES	1010.62
LESS INSURANCE	0.00
SALES TAX	38.49
PLEASE PAY THIS AMOUNT	1049.11

Customer Signature

CUSTOMER COPY