



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

06-FEB-2008

Repository ☐

Reference No.

10217120

4 AM 8:32

OWNER INFORMATION (Type or Print)

Name

Address

City

VIRGINIA BEACH

State

VA

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
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 02/18/08

VEHICLE INFORMATION

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

1FMZU63E12L

Make

FORD

Model

EXPLORER

Model Year

2002

Date Purchased
30-JUN-01

Dealer's Name and Telephone Number

FREEDOM FORD

587-1693

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Norfolk

State

VA

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

162610 STRUCTURE:BODY:HATCHBACK/LIFTGATE:HINGE AND ATTA

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
06-JAN-2008

Failure Mileage
14500

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

☐ 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. IN MARCH OF 2007, THE CONTACT FOUND A CRACK IN THE CENTER OF THE LIFTGATE. THE VEHICLE WAS TAKEN TO THE DEALER AND WAS INFORMED THAT THE WARRANTY HAD EXPIRED. THE VEHICLE WAS TAKEN TO THE DEALER AGAIN ON JANUARY 6, 2008 AND THEY STATED THAT THE REPAIR WAS THE CONTACT'S RESPONSIBILITY. THE CURRENT MILEAGE WAS 16,000 AND FAILURE MILEAGE WAS 14,500.

We were also informed in March 2007 that the material was defective. We never heard from them again as to whether Ford would fix it or get an estimate on what it would cost us. In January of this year we were given an estimate. The first time this happened it was a recall. Now it has happened again.

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.

Something is not right!