



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-DO

(1-888-327-4236)

INTERNET www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

2008 MAY -6 AM 7:37
21-FEB-2008

Repository ☐

Reference No.
10218749

OWNER INFORMATION (Type or Print)

Name

Address

City

WHEELING

State

WV

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?

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

Signature of Owner

YES ☒ NO ☐
Date 2/24/2008

VEHICLE INFORMATION

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

1FMZU73K64U

Make

FORD

Model

EXPLORER

Model Year

2004

Date Purchased
26-MAY-07

Dealer's Name and Telephone Number
OHIO VALLEY FORD

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☐

Dealer's City

MOUNDSVILLE

State

WV

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

162600 STRUCTURE: BODY: HATCHBACK/LIFTGATE

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

21-NOV-2007

Failure Mileage

49551

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 2004 FORD EXPLORER. IN AN ATTEMPT TO LOAD THE REAR OF THE VEHICLE, THE CONTACT NOTICED AN 8 INCH WIDE AND 6 INCH LONG CRACK IN THE CENTER BELOW THE REAR WINDOW. THE REAR WINDOW WOULD NOT CLOSE DUE TO THE CRACK. THE DEALER WAS NOTIFIED OF THE FAILURE. THE CURRENT MILEAGE WAS 52,000 AND FAILURE MILEAGE WAS 49,551.

This is not the only problem. The top portion of the hatch has now shifted. I am concerned about opening this for fear of it coming off and striking somebody. We now have a rear door (hatch) that I feel is useless and unsafe. Somebody needs to do something to fix this Ford defect.

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.