



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 100381

Date Received

25-FEB-2008

Repository ☐

Reference No.
10219520

2008 APR -2 AM 7:24

OWNER INFORMATION (Type or Print)

Name
Address
City PARADISE State CA 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 ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FMZU72E82		Make FORD	Model EXPLORER	Model Year 2002
Date Purchased 10-NOV-07	Dealer's Name and Telephone Number		Engine: No: Cylinders 6	Fuel Type: Gas
Original Owner ☐	Dealer's City	State	Zip Code	
Transmission Type AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain 4 WHEEL DRIVE	Vehicle Component Code 132000 VISIBILITY:GLASS, SIDE/REAR Multiple Failure: 20	

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 07-DEC-2007	Failure Mileage 25000	Failure Speed 0	
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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
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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 NOTICED THAT THE REAR GLASS WAS CRACKED FROM THE TOP TO THE BOTTOM OF THE GLASS. HE NOTICED ANOTHER CRACK BEGINNING TO FORM AT THE TOP AS WELL. ONE CRACK IS IN THE CENTER AND THE OTHER IS ON THE TOP RIGHT. THE MANUFACTURER STATED THAT THEY WOULD ASSUME A SMALL PORTION OF THE COST TO HAVE THE GLASS REPLACED, BUT DID NOT STATE WHETHER THE FAILURE WOULD RECUR. THE FAILURE MILEAGE WAS 25,000 AND CURRENT MILEAGE WAS 46,700.

*note See Attached Copies of photos

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.

MARCH 13, 2008

To U.S. Department of Transportation
"National Highway Traffic Safety Administration"

From



PARADISE, Calif.



Reference No
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In The Applicable Incident Information where description
was given of my vehicle problem was not taken down
as I told the person taking the report what was told.

I have enclosed 2 pictures of the faulty body
part which is the problem with my vehicle. I have for myself
noted numerous others ^{"with"} the same problems, with the same type
make of vehicle "Ford Explorer" approx the same model yrs.
that have the same problem. I have called Ford Motor Co. and
they have no recalls noted yet - so they say -!

The part is approx 60⁰⁰ retail at Ford parts, but they
wanted me to pay over ~~\$180~~^{\$180}⁰⁰ for repairs which they said
would be my share of cost & only could be done at a Ford
repair shop - I felt this was very unfair since my vehicle
and numerous others have the same faulty part.

According to the auto insurance company if this would fall
off "which one vehicle I saw where parts were hanging on
very little," I would be at fault because of repairs should
be done A.S.P, But! Ford Motor Co. was the main problem
and they should recall this problem, but won't -

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An accident of major injury could happen if this Fell off in pieces off the whole thing when Someone ^{is} ~~is~~ in the Back of me WAS Hit By the pieces etc. - "Especially on A Freeway where CARS do Swirve in order to get out of the way -

So with This Reason of more ~~I~~ HAVE Requested you to File This & Recorite This AS what The PROBLEM is - Also to present A copy TO Ford Motor Co.

IF more info is needed Please write me & Ask For it
Thank you For your Time Very much

Enclosed 2 pictures of The problem with These "Rear Lift Pieces"
One Picture Shows The Emblem "Ford" on the Rear ^{Lift} ~~to~~ part AND
just Below The Rear window - The Rear window is NOT Cracked
OR Broken AT ALL just the plastic piece.
This Shows one "Long Crack"

The Second picture shows The Same piece Up closer to
The Rear window where Another crack is -

