

 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 21-JAN-2009	Repository ☐ Reference No. 10255867

OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City ARLINGTON	State TX	Zip Code	Evening Telephone Number

Do you authorize NHTSA to provide information to the manufacturer of your vehicle? In the absence of an authorized signature of owner _____		☐ YES ☒ NO or address to the vehicle manufacturer. Date <u>2/10/09</u>	
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VEHICLE INFORMATION				
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side <u>1FMZU62K</u>		Make FORD	Model EXPLORER	Model Year 2004
Date Purchased <u>01/05</u>	Dealer's Name and Telephone Number <u>TEXAN FORD 817 467-3673</u>		Engine: No: Cylinders <u>4 cyl</u>	Fuel Type: <u>Reg</u>
Original Owner ☒	Dealer's City <u>ARLINGTON</u>	State <u>TX</u>	Zip Code <u>76016</u>	
Transmission Type <u>Auto</u>	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 07-JAN-2009

FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 161000 STRUCTURE: FRAME AND MEMBERS		Failure Mileage 64000	Failure Speed <u>55</u>

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. WHILE DRIVING AT AN UNKNOWN SPEED, THE CONTACT HEARD A LOUD NOISE IN THE REAR OF HIS VEHICLE. HE NOTICED THAT THE PANEL UNDER THE REAR WINDOW OF THE VEHICLE WAS CRACKED IN HALF. HE DOES NOT KNOW HOW THE FAILURE OCCURRED. THE DEALER STATED THAT THE FAILURE WAS CAUSED BY A DEFECT IN THE MATERIALS AND CHANGES IN THE TEMPERATURE. THE CONTACT HAS TO PAY FOR THE REPAIR BECAUSE THERE IS NO RECALL ON THIS FAILURE. THE VIN WAS UNKNOWN. THE FAILURE MILEAGE WAS 64,000.

FORD HAS HAD A Customer Service Initiative to help pay for this known defect in the past but has cancelled it. On the internet it is easy to find over 600 people who have had the same

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.

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

problem on *employed models* 2002 - 2004

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

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Penalty for Private Use \$300



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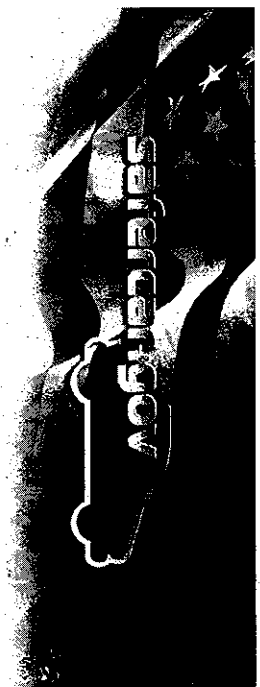
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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**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**



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