



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects

2009 MAR 27 AM 10:54
1-888-DASH-2-DOT
(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

04-MAR-2009

Repository ☐

Reference No.
10260733

OWNER INFORMATION (Type or Print)

Name

Address

City

BLOOMER

State

WI

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 3/18/09

VEHICLE INFORMATION

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

1FMDU73K74Z

Make

FORD

Model

EXPLORER

Model Year

2000 2004

Date Purchased

6-22-04

Dealer's Name and Telephone Number

EAU Claire Ford 715-834-2056

Engine:

No: Cylinders

Fuel Type:

Gas

Original Owner

☒

Dealer's City

EAU Claire

State

WIS

Zip Code

54701

V-6

4. Liter

Transmission Type

5-SPEED
AUTO
TRANS

☒ Antilock Brakes

☒ Cruise Control

Powertrain

4-W-D 3-55 Ratio Rvw 3-10-09

Multiple Failure: 4/4-05

Incident Date(s)

04-MAR-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 022000 SUSPENSION: REAR, 105500 POWER TRAIN: DRIVELINE: DIFFERENTIAL UNIT

Failure Mileage

39000

Failure Speed

40

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 2000 FORD EXPLORER. WHILE DRIVING BETWEEN 40-60 MPH ON NORMAL ROAD CONDITIONS, THE CONTACT HEARD A WHINING NOISE WHEN THE ACCELERATOR PEDAL WAS DEPRESSED. THE FAILURE OCCURRED CONTINUOUSLY AND THERE WERE NO WARNING INDICATORS ILLUMINATED ON THE INSTRUMENT PANEL. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOR DIAGNOSTIC TESTING AND THEY STATED THAT THE FAILURE WAS RELATED TO THE REAR DIFFERENTIAL. THE VEHICLE HAS NOT BEEN REPAIRED. THE FAILURE AND CURRENT MILEAGES WERE 39,000.

Another local mechanic checked out noise. He removed the drive shaft & bearing transfer case & front differential the noise came from the rear also.

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.

over

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

My 2004 Explorer Had the same noise in rear End.
Nelson Ford Bloom at that time.

Replaced Carrier Bearings & related Parts. Under Warranty

Present Noise is so much the same^{as} on car with only 14,410 miles

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U.S. Department
of Transportation

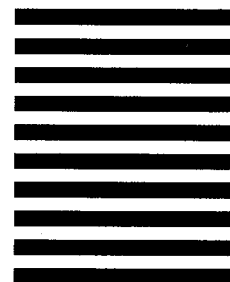
National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300



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UNITED STATES



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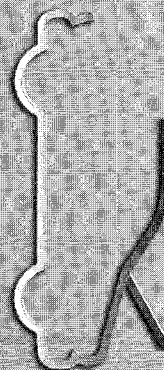
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

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

