



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

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects

2009 MAY 14 AM 11:11:11
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

22-APR-2009

Reference No.
10266364

OWNER INFORMATION (Type or Print)

Name

Address

City

ATLANTA Atlanta

State GA

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 authorized signature, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner Date 5/11/09

VEHICLE INFORMATION

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

1FMZU62E44U

Make

FORD

Model

EXPLORER

Model Year

2004

Date Purchased

11/05/04

Dealer's Name and Telephone Number

Gwinnett Place Ford 770) 476-2090

Engine: 6

No: Cylinders

Fuel Type:

reg. gas

Original Owner

☒

Dealer's City

Duluth

State

GA

Zip Code

30096

Transmission Type

automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Continuous since purchase

Incident Date(s)

04-JAN-2005

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Failure Mileage

10000

Failure Speed

15

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: DOTM9ABC036)

☐ 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. THE TRANSMISSION IN THE VEHICLE IS CONSTANTLY SLIPPING. THE VEHICLE HESITATED AFTER NUMEROUS ATTEMPTS TO ADJUST TO THE CORRECT GEAR. DUE TO THE FAILURE IT TAKES LONGER THAN IT SHOULD TO INCREASE SPEED. THE DEALER MADE AN ADJUSTMENT TO THE TRANSMISSION; HOWEVER, THE VEHICLE WAS NOT FULLY REPAIRED. THE FAILURE MILEAGE WAS 10,000 AND THE CURRENT MILEAGE WAS 96,000.

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 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)

The transmission of my 2004 Ford Explorer has never worked properly. It was supposedly fixed but there are problems remaining. Sometimes when in PARK it will slightly lurch forward. Any time ^{AND EVERY TIME} it is put into DRIVE or REVERSE you must wait a few moments with your foot firmly on the brake to avoid it making an awful jump into gear. Even sometimes while driving, the transmission seems to slip and the vehicle will rev up without me putting any additional force onto the gas ~~pedal~~ pedal. Because I was told that it was "repaired," I have not further inquired into this problem. I assumed that all Explorers were built this poorly. I've just gotten used to driving this vehicle with the strange transmission.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

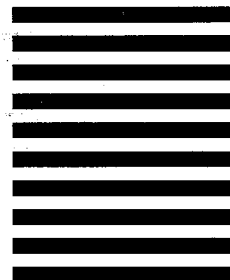
**National Highway
Traffic Safety
Administration**

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

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

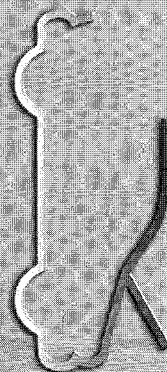
WASHINGTON, DC

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

