



DOT Auto Safety Hotline

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

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

Repository ☐

22-APR-2009

Reference No.
10266375

OWNER INFORMATION (Type or Print)

Name

Address

City PRESCOTT

State AZ

Zip Code

Daytime Telephone Number

E-mail Address

Fax Telephone Number

Do you authorize NHTSA
In the absence of an authorized
Signature of OwnerManufacturer of your vehicle
Name or address to the vehicle manufacturer.☐ YES ☐ NO

Date 5/3/09

VEHICLE INFORMATION

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

1FMYU60E33U

Make

FORD

Model

EXPLORER SPORT

Model Year

2003

Date Purchased

11/5/08

Dealer's Name and Telephone Number

CARLW FORD (928) 445-3673

Engine: 4.0

No: Cylinders 6

Fuel Type:

GAS

Original Owner

☐

Dealer's City

PRESCOTT

State

AZ

Zip Code

86305

Transmission Type

AUTO

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Incident Date(s)

14-APR-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 162000 STRUCTURE: BODY; 162610 STRUCTURE: BODY;
HATCHBACK/LIFTGATE: HINGE AND ATTACHMENTS

Failure Mileage

65000

Failure Speed

45

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 2003 FORD EXPLORER. WHILE DRIVING APPROXIMATELY 45 MPH ON NORMAL ROAD CONDITIONS, AN EXCESSIVELY LOUD RATTLE AND WIND NOISE WAS COMING FROM THE INTERIOR REAR OF THE VEHICLE. THE DRIVER INSPECTED THE VEHICLE AND OBSERVED THAT THE LIFTGATE HINGE FAILED AND THE BOLTS LOOSENED. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOR INSPECTION. THE TECHNICIAN STATED THE FAILURE WAS DUE TO THE LIFTGATE HINGE WHICH WAS A COMMON PROBLEM WITH THIS VEHICLE. NHTSA CAMPAIGN ID NUMBER: 04V442000 (STRUCTURE:BODY/HATCHBACK/LIFTGATE;HINGE AND ATTACHMENTS) IS A IDENTICAL TO THE FAILURE; HOWEVER, THE VEHICLE WAS EXCLUDED FROM THE RECALL SINCE IT ONLY APPLIED TO FOUR DOOR VEHICLES. THE VEHICLE WAS TEMPORARILY REPAIRED AND RESUMED OPERATION WITH CAUTION. THE CONTACT IS AWARE OF THE SAFETY RISK INVOLVED. THE FAILURE AND CURRENT MILEAGES WERE 65,000.

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 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)

SINCE MY ORIGINAL CONTACT WITH NHTSA AND GALPIN FORD I PURCHASED NEW HINGES, GROMMETS, SCREWS, WASHERS AND A NEW INTERIOR PANEL (WHICH WAS DAMAGED WHEN THE GLASS/HINGES CAME LOOSE FROM THE HATCH). I ALSO HIRED GALPIN FORD TO INSTALL THE NEW PARTS. THERE IS SOME SCRATCHING ON THE HATCH THAT NEEDS TO BE TOUCHED UP. I AM ENCLOSED COPIES OF RECEIPTS FOR THE PARTS/LABOR AND AM REQUESTING REIMBURSEMENT FROM FORD, ALONG WITH PAINT REPAIR. FORD CUSTOMER SERVICE WAS CALLED AND DECLINED REPAIR. ATTACH ADDITIONAL SHEETS IF NEEDED. THANKS [REDACTED]

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

07 MAY 09 PM 3:11

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

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In the absence of an authorized signature, your name or address to the vehicle manufacturer.
Signature of Owner

☒ YES ☐ NO
Date 5.13.09

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EXPLORER SPORT

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

1000 SANDRETTO DR.
PRESCOTT, ARIZONA 86305
PRESCOTT (928) 445-3673 • 800-821-1093



920 SOUTH HWY 69
DEWEY, ARIZONA 86327
DEWEY (928) 632-7808 • (888) 445-3317

R/O	VIN	DATE IN
42735	1 F M Y U 6 0 E 3 3 U	04/23/09
2003	FORD	EXPLORER S
MILES IN	MILES OUT	FIRST USE
66573	66573	00/00/00
SEE ALSO	LISC. Silver	Prescott AZ
RES. C:	H:	05/01/09
CALL WHEN READY		WTR

- (1) CUSTOMER STATES VEHICLE'S REAR HATCH GLASS HAS BROKEN HINGES. HAVE SOP PARTS HERE AT FRONT COUNTER. MATT QUOTED 1.2 LABOR. ACCESS & REPL REAR GLASS HINGES & REASSEMBLE (SVD)

Labor	T71	12	114.00
2L2Z98420A69AA (HINGE - GLAS)	1		31.09
2L2Z98420A68AA (HINGE - GLAS)	1		21.85
N621926S36 (NUT AND WASHER)	2		2.22
N803940S101 (SCREW)	2		18.70
D7FZ6440610A (SPACER)	2		8.50
3L2Z10045C08AAB (LOUVRE ASY)	1		4.93
F2TZ13734B (LENS)	1		5.89
HAZARDOUS 42735			.99
Total Labor			114.00
Total Parts			93.18
Total Sublet			.99
Total Repair (Customer)			208.17

(71- MATT-) A

- (2) CUSTOMER STATES VEHICLE'S REAR GLASS DEFROSTER IS INOP. PLEASE ADVISE. N.P.F. SHOWED TIM

Labor	T71	.00
Total Repair (Customer)		.00

(71- MATT-) A

- (3) CUSTOMER STATES VEHICLE NEEDS REAR HATCH INTERIOR TRIM PIECE INSTALLED. SOP PART SEE RICK. ACCESS & REPL INSIDE TRIM

Labor	T71	3	28.50
Total Labor			28.50
Total Repair (Customer)			28.50

(71- MATT-) A

Charge: (DEBIT) 254.94

PAID
MAY - 1 2009
Debit

"I, the undersigned, have prepared this warranty claim from the information contained on the dealer's repair order # and certify it to be a true transcript of this repair order."

(Name of Firm)	(Signature)	(Date)
ORIGINAL ESTIMATE	REVISED ESTIMATE	I acknowledge notice and oral approval of an increase in the original estimated price.
\$	\$	CUSTOMER SIGNATURE X

Customer acknowledges and approves all repairs as itemized and/or receipt of vehicle.

CUSTOMER SIGNATURE

Page 1 of 1 Job B715 Reprint (1)

42735 Customer Copy

W/C	INT.	CUSTOMER
Labor		142.50
Parts		93.18
Sublet		.99
Supplies		10.49
Oil/Grease		.00
Sub Total		247.16
Tax	.00	7.78
Total (Chrg)		254.94

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.

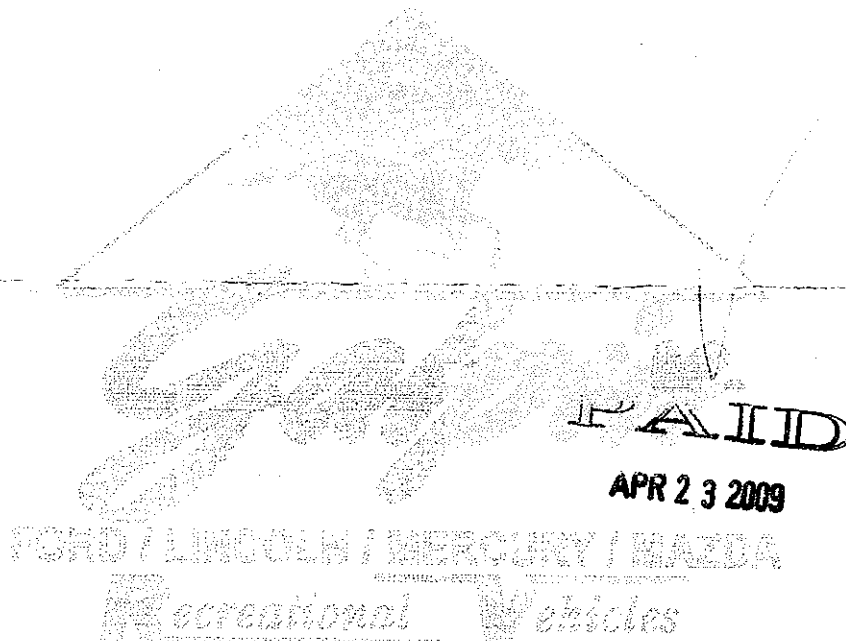
1000 SANDRETTO DR.
PRESCOTT, ARIZONA 86305
Prescott (928) 445-3673
Toll Free: 1-800-821-1093
Fax No.: (928) 442-1494



920 South Hwy 69
DEWEY, ARIZONA 86327
Dewey (928) 632-7608
Toll Free: (888) 445-3317
Fax No.: (928) 632-8049

INVOICE NO.	CUSTOMER NO.	CUSTOMER NAME	DATE
119316	S&K569 B3 ROD	S & K OUALITY CONSTRUCTION 5695 BAILEY ROAD PRESCOTT AZ 86305 (928) 899-7892 W/05-0535192	04/23/09

(1) 1 2L2Z7846 [REDACTED] PANEL - TRIM 171.32 145.62 145.62



TERMS
NO RETURNS AFTER 15 DAYS
NO RETURNS ON SPECIAL ORDER PARTS
NO RETURNS OR EXCHANGES
ON ELECTRICAL PARTS
* IN THE TOTAL NET COLUMN
INDICATES A NONTAXABLE ITEM
THERE IS A 20% RESTOCKING
CHARGE ON ALL RETURNED PARTS.

THANKYOU FOR LETTING US FILL
YOUR AUTOMOTIVE NEEDS.

Counterman 04

DISCLAIMER OF WARRANTIES - Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

ABSOLUTELY NO RETURNS ON ELECTRICAL OR SPECIAL ORDER PARTS

RETURN OF ANY PARTS WILL BE AT OUR SOLE DISCRETION IN ACCORDANCE WITH OUR COMPANIES RETURN POLICIES. ANY PARTS DEEMED RETURNABLE ARE SUBJECT TO A 20% HANDLING CHARGE UNLESS DUE TO DEFECTIVE PARTS. NO PARTS MAY BE RETURNED AFTER 5 DAYS AND NO REFUND WITHOUT THIS INVOICE. PARTS ACCEPTED FOR RETURN MUST BE IN ORIGINAL CONTAINER, RESALEABLE CONDITION AND SHOW NO SIGNS OF INSTALLATION, USE, OR DAMAGE.

CUSTOMER SIGNATURE →

119316

Customer Copy

Freight 95.00
Parts 145.62
State Tax .00

Cash Total 240.62