



OCT 20 2009

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

28-SEP-2009

Repository ☐Reference No.
10285577**OWNER INFORMATION (Type or Print)**

Name

Address

City

YORK

State

PA

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FMZU73K64UMake:
FORDModel
EXPLORERModel Year
2004

Date Purchased

Dealer's Name and Telephone Number

Engine:
No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

27-SEP-2009

☐ Cruise Control**FAILED COMPONENT(S)/PART(S) INFORMATION**Vehicle Component Codes: 170000 LATCHES/LOCKS/LINKAGES, 162600 STRUCTURE: BODY:
HATCHBACK/LIFTGATE

Failure Mileage

Failure Speed

76356

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

Number of Deaths

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. HE STATED THAT HIS VEHICLE DEVELOPED A VERTICAL CRACK IN THE PLASTIC TAILGATE WHICH IS ATTACHED TO THE REAR GLASS. THE CRACK APPEARED TO THE LEFT OF THE FORD EMBLEM. THE VEHICLE WAS TAKEN TO THE DEALER AND THEY STATED THAT THEY WOULD REPAIR IT AT THE OWNERS EXPENSE WITH A DISCOUNT. THE DEALER ALSO STATED THAT THE WARRANTY DOES NOT APPLY. THE UPPER PART OF THE GLASS IS MADE OF FIBER GLASS AND THE BOTTOM IS MADE OF METAL. THE CONTACT STATED THE MATERIAL IS DEFECTIVE AND THAT HE WAS NOT AWARE THAT FIBER GLASS WAS INCLUDED. THE COLD WEATHER COULD CAUSE THE CRACK IN THE WINDOW TO EXPAND. THE FAILURE AND CURRENT MILEAGES WERE 76356.

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)

Note: Correction - the crack is center of the ^{Ford} emblem & crack is in the Plexiglas part not glass. Ford Motor Corporation & Dealerships are aware of this problem with a lot of trucks this model which are defective. The solution is customers pay the expense and deal with it. Also if replaced with a new part it doesn't ~~say~~ say it wouldn't happen again. This problem is on 2004's and others years because checking with co-workers and the dealer this happens to a lot of these make of vehicles.

Thank You

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

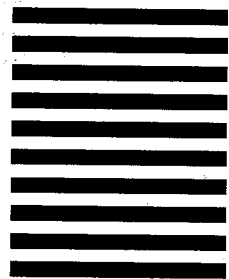
National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300



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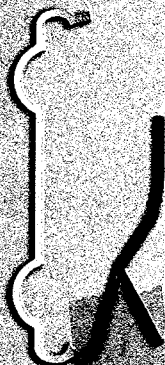
WASHINGTON, DC

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