



9 2009

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

Repository

05-NOV-2009

Reference No. 10291150

OWNER INFORMATION (Type or Print)

Name, Address, City: WOBURN, State: MA, 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 INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1FMZU73E65U... Make: FORD, Model: EXPLORER, Model Year: 2005, 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): 04-NOV-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM, Failure Mileage: 53168, Failure Speed

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: DOTMAL9ABC036), 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 2005 FORD EXPLORER. WHILE DRIVING SHE HEARD A LOUD CLANGING NOISE COMING FROM THE INSTRUMENT CONTROL PANEL. THE NEXT DAY THE VENTS WOULD ONLY RELEASE COLD AIR FROM THE VENTS. AS A CONSEQUENCE SHE COULD NOT DEFROST THE WINDOWS. HER MECHANIC STATED THAT THE HEATER BOX FAILED AND WOULD COST \$800.00 TO REPAIR. NO REPAIRS WERE MADE. THE FAILURE AND CURRENT MILEAGES WERE 53168.

Handwritten note: THE repair cost was 438.00 - It was the blend door Acculator... which is inside the heater box -

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.