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

2010 FEB 17 AM 11:55

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 ☐
13-JAN-2010	Reference No. 10299622

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	[redacted]
City PLEASANT VIEW	State TN	Zip Code [redacted]	Evening Telephone Number

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	Make	Model	Model Year
1FM2473E92U[redacted]	FORD	EXPLORER	2002

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
1-21-2002	Hudson Toyota Chrysler			No: Cylinders 6	
Original Owner ☐	Dealer's City Madisonville	State KY	Zip Code 42431		

Transmission Type			Multiple Failure:	Incident Date(s)
Auto	☒ Antilock Brakes ☒ Cruise Control	Powertrain	2 Transmissions	~~12-JUL-2007~~ 1-12-2010 6-18-04

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION	Failure Mileage	Failure Speed
	69,099 157,099	25

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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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 2002 FORD EXPLORER. WHILE DRIVING APPROXIMATELY 25 MPH ON NORMAL ROAD CONDITIONS, THE ENGINE RPM'S INCREASED EXCESSIVELY HIGH. THERE WAS A NO POWER RESPONSE WHEN PRESSURE WAS APPLIED TO THE ACCELERATOR PEDAL. THE TRANSMISSION FAILED WITHOUT WARNING. THE VEHICLE WAS TOWED TO AN AUTHORIZED DEALER FOR INSPECTION. THE TRANSMISSION WAS REPLACED. IN ADDITION, ON A SEPARATE OCCASION THE IDENTICAL FAILURES OCCURRED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO STATED THAT THE TRANSMISSION NEEDED TO BE REPLACED. THE VEHICLE IS IN THE PROCESS OF BEING REPAIRED. THE FAILURE MILEAGE WAS UNAVAILABLE. THE CURRENT MILEAGE WAS 155,000. THE VIN WAS UNAVAILABLE.

[redacted]

1-25-10

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

Hudson Ford-Nissan

Madisonville, KY 42431
(270) 821-4100

RO	VIN			DATE IN
57817	1FMZU73E92U[redacted]	[redacted]		06/15/04
YEAR	MAKE	MODEL	COLOR	TIME IN
2002	FORD	EXPLORER	BLUE	09:25
MILES IN	MILES OUT	POST USE	LIC.	CLOSED
61299	61299	00/00/00		06/18/04
SOLD	[redacted]	[redacted]		WRITER
		MADISONVILLE KY [redacted]		ROGER RH

(1) CHECK TRANSMISSION NOT SHIFTING INTO 3RD
REMOVE TRANSMISSION AND DISASSEMBLE.REPLACE
SERVOS AND BANDS.REPLACE SEALS AND GASKETS.
REPLACE INTERMEDIATE BAND.REPLACE TRANS.
FILTER.REINSTALL TRANSMISSION,REFILL FLUID
AND ROADTES

(11-9179 JASON ELLIS-)

Labor	[11] 156		1425.28
4W4Z7D021KA	(PST & ROD ASY)	1	19.39
1L2Z7153AB	(KIT-TRANS GSK)	1	91.08
1L2Z7A098AC	(SCRN ASY-TRAN)	1	25.09
1L2Z7D021CA	(PST & ROD ASY)	1	18.50
2L2Z7D034AA	(BAND ASY-TRAN)	2	37.42
4L2Z7086AA	(GSKT-TRANS M/)	1	13.89
324	(MAXLIFE ATF)	12	47.64
Total Labor			1425.28
Total Parts			253.01
Total Repair (Customer)			1678.29

(2) PERFORM 27 POINT INSPECTION-FREE OF CHARGE
ADVISE CUSTOMER

Total Repair (Customer) ..... .00

	--C/P--	--W/C--	--INT--	-Total-	
Labor Time	156	0	0	156	
Total Labor	1425.28	.00	.00	1425.28	
Total Parts	253.01	.00	.00	253.01	(N/A)
Total G/O/G	.00	.00	.00	.00	
Total Sublet	.00	.00	.00	.00	
Total R/O	1678.29	.00	.00	1678.29	(N/A)

Attn: Ashley Brown

W/C	INT		CUSTOMER
.00	.00	Labor	1425.28
.00	.00	Parts	253.01
.00	.00	Sublet	.00
		Warr Deduct	.00
.00	.00	Ss/hazordous I	15.00
.00	.00	Oil/Grease	.00
.00	.00	Less Disc.	.00
.00	.00	Total	1693.29
.00	.00	Tax	16.08
.00	.00	Tax2	.00
.00	.00	Tire Tax	.00
.00	.00	TOTAL (CASH)	1709.37

Transmission Exchange
808 Memorial Blvd.
Springfield, TN 37172

Phone 382-5393

REPAIR ORDER
NUMBER

DATE 1-19-2010

[redacted]
NAME

LICENSE NO. 157201 MILEAGE

ADDRESS

2002 Ford Explorer
YEAR & MAKE OF CAR-TYPE OR MODEL

CITY

PHONE [redacted]

SERIAL NO.

CUSTOMER ORDER NO. WHEN PROMISED WRITTEN BY R.J.

MOTOR NO.

QTY	PART NO.	NAME OF PART	SALE AMOUNT	DESCRIPTION OF WORK	AMOUNT
				R+R Labor	
				Rebuilt 4R55E Transmission	
				Exchange Torque Converter	
				Fluid	1650.00
				CK# [redacted] 1-19-10 $1591.38	
				CK# 1-19-10 $219.50	

LABOR NOT WARRANTIED ON CARRY-OUT TRANSMISSION.
WARRANTY
12 MONTHS OR 12000 MILES
WHICH EVER COMES FIRST AT TRANSMISSION EXCHANGE.

TOTAL ADDITIONAL PARTS FROM BACK

TOTAL PARTS

PARTS	
LABOR	
SUBTOTAL	
TAX	160.88
TOTAL	1810.88

ESTIMATES ARE FOR LABOR ONLY, MATERIAL ADDITIONAL

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR THE PURPOSE OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. It is understood that this company assumes no responsibility for loss or damage by theft or fire to vehicles placed with them for storage, sale, repair or while road testing.

*AUTHORIZED BY: R. [redacted]

...N TOWING
...CEDAR HILL, TN 37032
615-696-2600
931-906-9333
888 TOWS ALL 888-869-7258

ROAD SERVICE

TIME OF CALL A.M. P.M.	DATE IN	DATE OUT	TIME START A.M. P.M.	TIME FINISH A.M. P.M.	REQUESTED BY	P.O./CASE #	OFFICER NAME

NAME [redacted] PHONE # [redacted]

ADDRESS [redacted]

CITY P-view STATE TN ZIP [redacted]

YEAR	MAKE/MODEL	COLOR	ODOMETER	DRIVER
	Expl	Blu		

MARKER PLATE #	STATE	VIN #	REGISTERED OWNER

LOCATION OF VEHICLE I-24 & 431

TOWED TO

INSPECTED BY INSURANCE CO.	APPRAISER NAME	DATE	DRIVER

RELEASED BY	DATE	PHONE #

REASON FOR TOW
- ❑ ACCIDENT ☒ BREAK DOWN
- ❑ ABANDONED ❑ UNREGISTERED
- ❑ NO START ❑ OUT OF GAS
- ❑ FLAT TIRE ❑ FIRE LANE
- ❑ LOCK OUT ❑ NO TRESPASS
- ❑ TOW ZONE ❑ ARREST
- ❑ STOLEN ❑ IMPOUNDED
- ❑ SNOW REMOVAL ❑ ____

TYPE OF TOW
- ❑ SLING/HOIST
- ☒ FLAT BED/RAMP
- ❑ WHEEL LIFT
- ❑ ____

TOWED PER ORDER OF
- ❑ STATE POLICE
- ❑ LOCAL POLICE
- ☒ OWNER OF A CAR
- ❑ DEALER

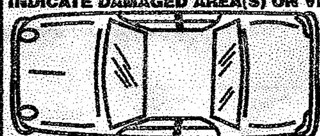
SPECIAL EQUIPMENT USED
- ❑ WINCH ❑ FLARES
- ❑ DOLLIES ❑ SCOTCH BLOCKS
- ❑ RAMPS ❑ ____
- ❑ SNATCH BLOCKS ❑ ____

OTHER SERVICES
- ❑ SWEEP ❑ FIRST AID
- ❑ REMOVE AXLE
- ❑ SECURE LOOSE PARTS

PERSONAL'S TAKEN BY	DATE	PHONE#

VEHICLE STORAGE TIME
FROM ______ TO ______ DAYS @ $______

INDICATE DAMAGED AREA(S) ON VEHICLE:



KEYS LEFT (Y) N

RADIO (Y) N

MILEAGE
FINISH ______
START ______
TOTAL ______

LABOR TIME
FINISH ______
START ______
TOTAL ______

EXTRA PERSON
FINISH ______
START ______
TOTAL ______

TOWING CHARGE	75
MILEAGE	
LABOR	
EXTRA PERSON	
SPECIAL EQUIPMENT	
STORAGE	
SUBTOTAL	
TAX	2.25
TOTAL	77.25

METHOD OF PAYMENT
❑ CASH ❑ CHECK DRIVER'S LIC. # [redacted]
❑ MasterCard ❑ VISA ❑ American Express EXP. DATE

CREDIT CARD # [redacted]

AUTHORIZED SIGNATURE DATE
X [redacted]
I agree to hold this company harmless for any damages due to towing or services rendered.

DRIVER SIGNATURE	DATE	DRIVER #	TRUCK #

We cannot be responsible for damages caused by faulty tires, bumper brackets, etc. This company assumes no responsibility for loss or damage by theft, fire or any other cause beyond our control, to any vehicle placed with them for storage or repair.

THANK YOU!

PRODUCT 8760

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