



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

2010 FEB 26 PM 1:59
13-JAN-2010

Repository ☐

Reference No.
10299666

OWNER INFORMATION (Type or Print)

Name

Address

City

CHARLESTON

State

WV

Zip Code

Daytime Telephone Number

E-mail Address

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
1FMDU75W33E

Make
FORD

Model
EXPLORER

Model Year
2003

Date Purchased

12-31-03

Dealer's Name and Telephone Number

TUANKRE FORD (304) 925-0431

Engine:

No: Cylinders

Fuel Type:

REG

Original Owner

☒

Dealer's City

MARMET

State

WV

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Incident Date(s)

10-JAN-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 170000 LATCHES/LOCKS/LINKAGES

Failure Mileage
116000

Failure Speed
0

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 2003 FORD EXPLORER. THE CONTACT STATED THAT THERE WAS A CRACK IN THE LIFT GATE WHICH INCLUDES A PLASTIC PART JUST BELOW THE WINDOW. THE FORD MANUFACTURER INFORMED THE CONTACT THAT THERE WERE NO RECALLS AND HE SHOULD CALL NHTSA. THE FAILURE MILEAGE WAS 116,000.

CRACK IS LOCATED JUST TO LEFT OF FORD LOGO

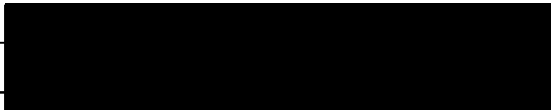
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

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)

OTHER DEFECTED OWNERS REPORTED LIFT GATE CLASS HAS FALLEN OUT OF THEIR VEHICLES
AT LEAST 221 SIMILAR REPORTS FOUND ON INTERNET.



2-10-10 J

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

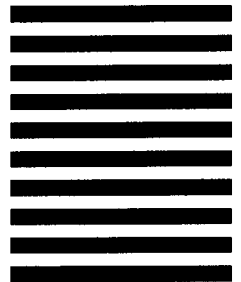
FIRST-CLASS MAIL

PERMIT NO. 1888

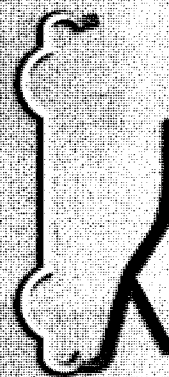
WASHINGTON, DC

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**



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

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« back to body / paint

Complaints

Recalls

Investigations

TSBs

Lemon Law

[switch models]

[switch years]

« search for something else

2003 Ford Explorer

CRACKED PANEL BELOW THE REAR WINDOW(PAGE 1 OF 5)



Be notified about new defects, investigations, recalls & lawsuits for the 2003 Ford Explorer: YOUR EMAIL ADDRESS

ZIP CODE

Go »

6.5
FAIRLY SIGNIFICANT

TYPICAL REPAIR COST:
\$397.00

AVERAGE MILEAGE:
65,699 MILES

TOTAL COMPLAINTS:
231 COMPLAINTS

- MOST COMMON SOLUTIONS:**
1. replace cracked panel (68 reports)
 2. not sure (52 reports)
 3. ford should replace (32 reports)
 4. repair or replace liftgate (31 reports)
 5. recall (23 reports)
 6. need a redesigned tailgate (19 reports)



BODY / PAINT PROBLEM

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This problem may be covered under warranty. Ask your Ford dealer.

Body Lift Surgery
Nationally known: Leading expert in body lift surgery.
www.capellaplasticsurgery.net

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Find Local Auto Glass Prices. Enter your zip code & start saving!
AutoGlassPrices.InYourArea.net

Ford Explorer Prices
Find out our Lowest Possible Price on an All-New Ford Explorer!
Ford.CarPriceSecrets.com

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#231

2009
DEC 19

Explorer Eddie Bauer 4.6L V8

AUTOMATIC TRANSMISSION 91,000 MILES

Well, it happened to me. After reading all the complaints about this, my Explorer developed the same crack below the rear hatch glass area. Like the others, Ford Motor Company should be taking care of this problem if they want to retain future customers. Being in the retail business myself, I know how hard it is to get and retain loyal customers. Ford could go a long way in securing future customers if they just would take care of the ones they have. I myself, after being a loyal customer for over 30 years, will consider other manufacturers before buying next time.

acefig21
Easley, SC, USA

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Tacoma vs. Chevy Colorado
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www.Chevrolet.com/ColoradoWins

2004 Ford Prices & Info
Free Price Quotes from Edmunds.com. Find Unbiased Car Buying Research.
www.edmunds.com

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#230

2009
DEC 30

Explorer LT 3.2L

AUTOMATIC TRANSMISSION 43,732 MILES

The crack resulted in water leaking down through into the carpet. Horrible stick! Took silicon caulking to fill, so that at least the water wouldn't keep coming in. Live in WA, so rain/water is definitely an issue. Plus the crack looks UGLY. Also worried that the whole hatch is compromised and will cause the window to fall out eventually! Ford should recall and fix the problem at no charge to their customers. This is definitely a design flaw!

mmoe
Sumner, WA, USA

SEND A COMMENT »

#229

2009
DEC 10

Explorer V8

AUTOMATIC TRANSMISSION 86,000 MILES

This is a common problem for this year, make, and vehicle. My college age children's generation call it the "Ford Butt Crack". Instead of ignoring the problem, Ford should have been proactive in fixing it. I always heard that Chevy's had electrical problems and Ford's had problems with the rear differentials. Between the two, the Chevy electrical problems are certainly easier to fix. I was looking to buy another truck for my business but after the problems I've had with this Explorer, I'll cross ford off my list and stick with a Chevy or Toyota.

Robert W.
Grovetown, GA, USA

SEND A COMMENT »

Homeowners Fail to Take Advantage of Obama's Refinance Plan

Calculate New Payment

Last spring, the US government launched a housing relief program designed to help 7.9 million homeowners, but so far only 85,000 homeowners have used the program to refinance.

Many homeowners mistakenly think they are not eligible. If you are a homeowner and you haven't looked into refinancing recently, you may be surprised at how much you can save.

Select Your State

Alabama

#228

2010
JAN 01

Explorer XLT V6

AUTOMATIC TRANSMISSION 106,000 MILES

Since Ford has several hundred complaints with the exact problem there's probably twice as many unreported. Obviously this is a defect in that particular panel. I feel Ford should fix it. This is my third Ford Explorer and I am in the market for a new one. How this problem is handled is the deciding factor as to whether I buy another Ford.

ADVERTISEMENTS











TU NPIKE

EXPLORER

4x4



EXPLORER

4x4