



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

**DOT Auto Safety Hotline**

**Vehicle Owner's Questionnaire  
To Report Vehicle Safety Defects**

2010 FEB 17 AM 11:51  
1-888-DASH-2-DOT  
(1-888-327-4236)

INTERNET: [www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100148

Date Received

15-JAN-2010

Repository ☐

Reference No.  
10299863

**OWNER INFORMATION (Type or Print)**

Name

Address

City

REYNOLDSVILLE

State

PA

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

1FMZU73E62Z

Make

FORD

Model

EXPLORER

Model Year

2002

Date Purchased

6/18/2003

Dealer's Name and Telephone Number

Elk Ford--no longer in business

Engine: 4.0

No: Cylinders

6

Fuel Type:

reg.  
unleaded

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

08-NOV-2009

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Failure Mileage

87277

Failure Speed

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: DOTM9ABC036)

☐ 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 2002 FORD EXPLORER. THE CONTACT STATED THAT THE MODULE THAT CONTROLS THE FOUR WHEEL DRIVE FAILED WHILE DRIVING 25 MPH. THE CONTACT TOOK THE VEHICLE TO A FORD DEALER TO HAVE THE FOUR WHEEL DRIVE MODULE REPLACED. THE DEALER INFORMED THE CONTACT THAT THE MODULES ARE ON BACK ORDER AND WILL NOT BE AVAILABLE FOR 30 DAYS. THE CONTACT IS CONCERNED ABOUT THE SAFETY RISK DURING INCLEMENT WEATHER AND RAINY DAYS. THE FAILURE MILEAGE WAS 87,277.

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.