 <p>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</p>		FOR AGENCY USE ONLY 100148 Date Received JUL 12 2010 27-APR-2010		Repository <input type="checkbox"/> Reference No. 10327729
OWNER INFORMATION (Type or Print)				
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]
Address [REDACTED]		Evening Telephone Number Same as above		
City EAST SYRACUSE	State NY	Zip Code [REDACTED]		
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 1FMZU72E04U [REDACTED]		Make FORD	Model EXPLORER	Model Year 2005
Date Purchased 2007	Dealer's Name and Telephone Number US Auction Direct		Engine: No: Cylinders 6	Fuel Type: Gas
Original Owner <input type="checkbox"/>	Dealer's City Rochester	State NY	Zip Code	
Transmission Type automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: —	Incident Date(s) 17-FEB-2010
FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Code: 140000 AIR BAGS			Failure Mileage 62000	Failure Speed 30
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)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 2	Number of Deaths 0	Reported to Police <input checked="" type="checkbox"/> Yes
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 AT SPEEDS OF 30 MPH IN SLIGHTLY ICY ROAD CONDITIONS, THE VEHICLE SLID OVER BLACK ICE AND CRASHED INTO A NEARBY WALL. THE AIR BAGS DID NOT DEPLOY UPON IMPACT. THE CONTACT SUSTAINED INJURIES TO HER ARM, SHOULDERS AND NECK. THE VEHICLE WAS TOWED TO A LOCAL REPAIR SHOP. THE DEALER ADVISED CONTACTING THE MANUFACTURER FOR FURTHER ASSISTANCE. THE MANUFACTURER WAS CONTACTED AND THE CONTACT WAS AWAITING A RETURN CALL. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGE WERE 62,000. Called US Auction Direct and they told me to call Ford which I did and Ford sent me a denial letter saying they are NOT Responsible. I am out of work indefinitely due to my injuries and am gonna need surgery!!				
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.				

enclosed is Fords denial letter & copy of police report!! Thank You

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I was doing 30mph when I hit the black ice which in turn spun my truck around at least 3 times, then slammed us into a cement wall. Dont know how

fast my car was going after it spun me around. The front of my truck has frame damage so my airbags shouldve Deployed!!

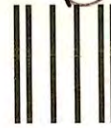
ATTACH ADDITIONAL SHEETS IF NECESSARY

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

NHTSA
www.nhtsa.gov

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

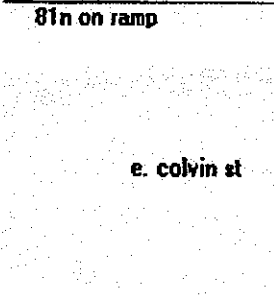
safercar.gov

New York State Department of Motor Vehicles
POLICE ACCIDENT REPORT
MV-104A (3/04)

Local Codes
10-159077
DGFL16000010

AMENDED REPORT

Accident Date			Day of Week	Military Time	No. of Vehicles	No. Injured	No. Killed	Not Investigated at Scene <input checked="" type="checkbox"/>	Left Scene <input type="checkbox"/>	Police Photos <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Month	Day	Year	Wednesday	19:54	1	1	0	Accident Reconstructed <input type="checkbox"/>		
2	17	2010								



wall

NEW YORK CENTRAL MUTUAL
2010 MAR 12 PM 12 27

Please be advised that in the event this matter ends up in litigation, Ford Motor Company has the right to inspect the vehicle and remove and test any component part that you claim to be defective, and to be presented with the vehicle and the subject component part(s). If you propose to repair the vehicle or conduct any other repairs you believe are related to this incident, such repairs may not be performed until after Ford Motor Company has conducted an inspection that may include the removal and testing of any component part that you claim is defective. If you want to repair your vehicle before we are able to physically inspect the vehicle or relevant component please submit a written request to me.

Thank you for giving us the opportunity to review your concern.

Sincerely,

A handwritten signature in cursive script, appearing to read "Michelle Hull", written over a horizontal dotted line.

Michelle Hull
Product Claims Team Leader



Office of the General Counsel

PRIVILEGED & CONFIDENTIAL
Ford Motor Company
Product Claims Department
P.O. Box 70
Dearborn, Michigan 48121-0070

May 4, 2010

[REDACTED]
East Syracuse, NY [REDACTED]

Re: 2004 Ford Explorer

Dear [REDACTED]

We are in receipt of the information you submitted with respect to your claim. Ford Motor Company strives to produce high quality vehicles to satisfy owners with many miles of dependable and enjoyable driving. We commit very substantial resources and sincere efforts in an attempt to resolve any concerns.

Having evaluated that information you provided, regretfully we are unable to assist you with this specific concern. A review of the information you submitted indicates that there was not sufficient full frontal impact force to trigger air bag deployment. Therefore we must deny liability for this matter.

The Personal Safety System in your vehicle provides an improved overall level of frontal crash protection to front seat occupants and is designed to help further reduce the risk of airbag-related injuries. The system is able to analyze different occupant conditions and crash severity before activating the appropriate safety devices to help better protect in a variety of frontal crash situations.

Please be advised that air bags inflate only in impacts that generate sufficient deceleration. The fact that an air bag did not activate in a collision does not mean that something is wrong with the system. Rather, it means the system determined that the frontal crash severity was not sufficient to deploy the air bags. Further, frontal air bags are not designed to deploy in rollover accidents.

The main objective of the air bag supplemental restraint system is to help reduce the risk of fatalities and severe injuries; not prevent all risk of injury. Ford refers you to the Seating and Safety Restraint section of your vehicle's owner manual for further details.

Ford Motor Company strives to produce high quality vehicles to satisfy owners with many miles of dependable and enjoyable driving. We commit very substantial resources and sincere efforts in an attempt to resolve any concerns. We regret not being able to meet your expectations.



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

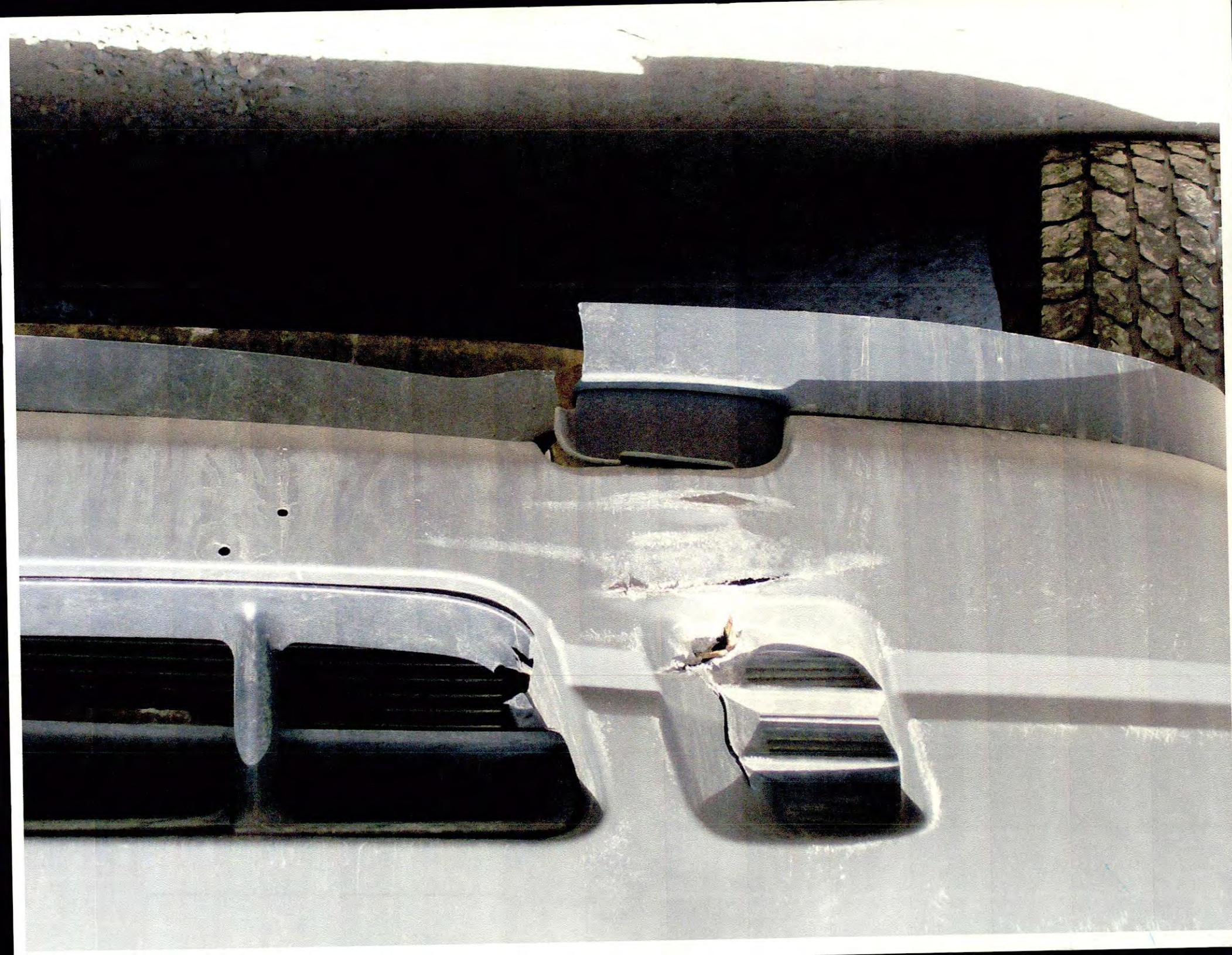
If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

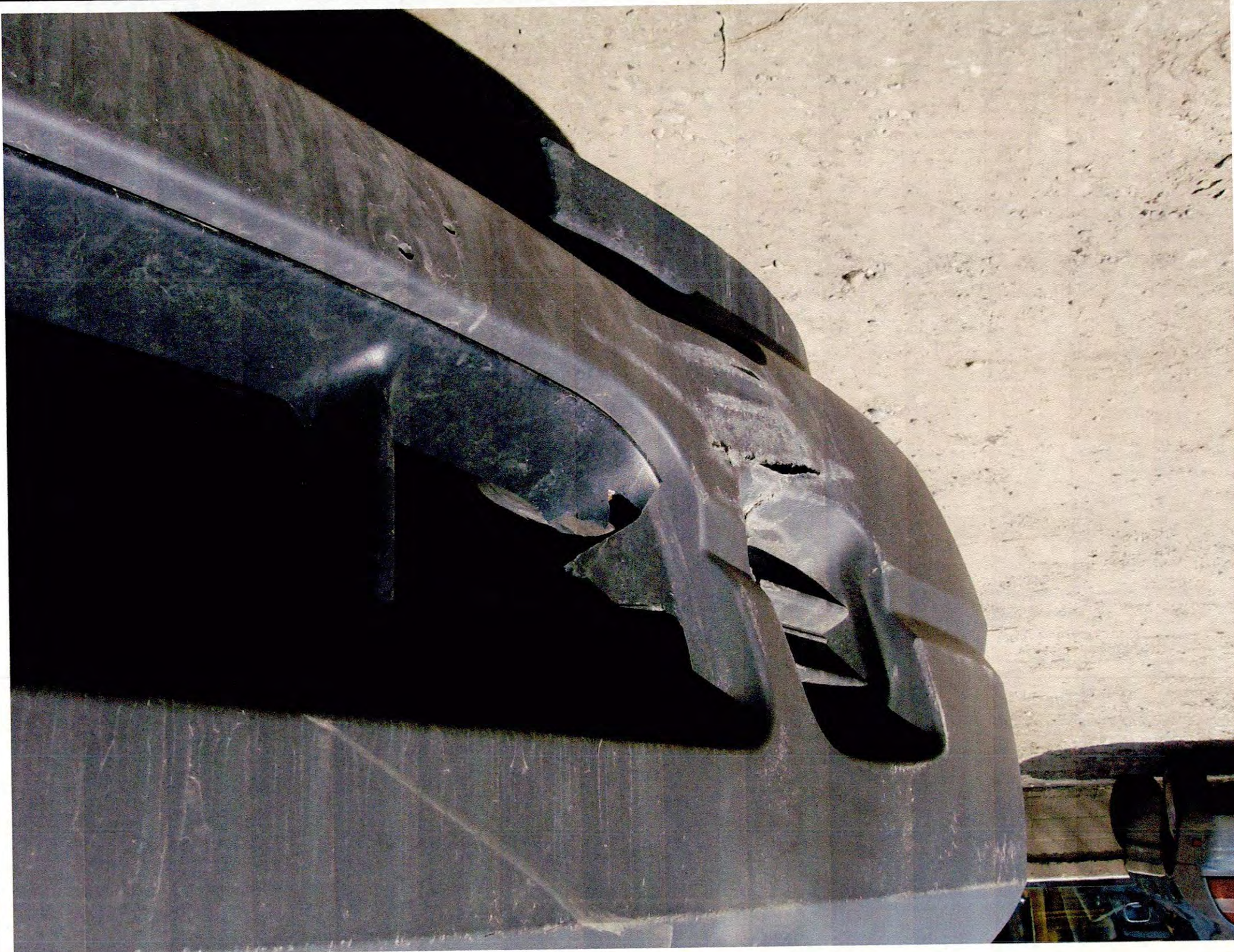
Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ































PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL™



7010 0290 0002 8113 9397



apt 2 ESyr NY

648-226

JUL 12 2010
RECEIVED

To: US DEPT OF Transportation
National Highway Traffic Safety
Administrative Office of Detectives
Investigation NYS-210
1200 N. Jersey Ave
Washington, DC 20077-9382

To protect the privacy of individuals, NHTSA does not make medical records available to the public without authorization. For this reason, documents falling into this category have not been included in this complaint record.