

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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

AUG 27 2010

08-JUN-2010

Repository ☐

Reference No.

10335353

OWNER INFORMATION (Type or Print)

Name

Address

City

ELK GROVE

State

CA

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

1FMDU75E24Z

Make

FORD

Model

EXPLORER

Model Year

2004

Date Purchased

6-18-07

Dealer's Name and Telephone Number

Carmax

916-782-2404

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

Roseville

State

CA

Zip Code

95661

Transmission Type

5R55S

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

08-JUN-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 100000 POWER TRAIN, 103700 POWER TRAIN: AUTOMATIC TRANSMISSION: TORQUE CONVERTER

Failure Mileage

84000

Failure Speed

50

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 2004 FORD EXPLORER. WHILE DRIVING AT SPEEDS OF 50 MPH, THE TRANSMISSION WARNING LIGHT ILLUMINATED AND THERE WAS AN UNUSUAL NOISE COMING FROM THE WHEEL BEARINGS. THE VEHICLE WAS TAKEN TO A LOCAL REPAIR FACILITY WHERE THE CONTACT WAS ADVISED THAT THE TORQUE WAS DEFECTIVE AND CAUSED THE TRANSMISSION TO MALFUNCTION. THE DEALER WAS CONTACTED AND ALSO ADVISED HAVING THE TRANSMISSION REPLACED. THE FAILURE AND CURRENT MILEAGES WERE 84,000.

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.