



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 - 2 2010
17-JUN-2010

Repository ☐

Reference No.
10336861

OWNER INFORMATION (Type or Print)

Name

Address

City **N.** ARLINGTON

State **NJ**

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
1FMZU73E75U

Make
FORD

Model
EXPLORER

Model Year
2005

Date Purchased
8/29/05

Dealer's Name and Telephone Number
ORZUEKAD/OUT OF BUSINESS

USING
QUAKY AUTO MALL

Engine:
No: Cylinders

Fuel Type:
UNLEADED

Original Owner

Dealer's City

USING
RUTHERFORD NJ

State

Zip Code

Transmission Type ☒ Antilock Brakes
☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)
16-JUN-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 161000 STRUCTURE: FRAME AND MEMBERS, 162600 STRUCTURE: BODY:
HATCHBACK/LIFTGATE

Failure Mileage
18000

Failure Speed

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 2005 FORD EXPLORER. THE CONTACT STATED THAT THE REAR PANEL LIFT GATE WAS CRACKED. THERE WERE NO PRIOR WARNINGS. THE VEHICLE WAS NOT REPAIRED AND THE MANUFACTURER WAS NOT CONTACTED TO REPORT THE FAILURE. THE CURRENT AND FAILURE MILEAGES WERE 18000.

(SEE REVERSE)

CONTACTED QUAKY AUTO MALL

RUTHERFORD NJ

(201) 935-2400 / (201) 964-7218

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.

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

THIS IS A 2005 FORD EXPLORER. FOUND LARGE CRACK
IN THE MIDDLE OF THE LIFTGATE PANEL BELOW WINDOW &
AROUND FORD EMBLEM IN THE MIDDLE. I HAVE SEEN THIS
DEFECT IN OTHER FORD EXPLORER VEHICLES, & I WAS ADVISED
BY A DEALER THAT THIS IS A COMMON OCCURRENCE IN THE FORD
EXPLORERS. & THERE IS A HISTORY OF "CRACKED LIFTGATE PANELS" ON THE
INTERNET.

CONTACTED QUALITY AUTOMALL - RUTHERFORD NJ (201) 964-7218
WILLING TO REPAIR - BUT AT SMALL "COST" TO ME OF \$125.00 → \$100.00

ATT: TOM DICKMAN

ATTACH ADDITIONAL SHEETS IF NECESSARY

SERVICE MANAGER. THIS IS A NO FAULT DEFECT & I BELIEVE THAT
THIS SHOULD BE A RECALL SITUATION AT NO COST TO THE CONSUMER.
LIFTGATE CRACKED

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

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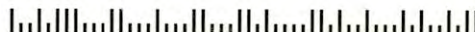
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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



safecar.gov

Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safecar.gov

or call:

Vehicle Safety Hotline
888-327-4236



www.nhtsa.gov

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U.S. Department of Transportation
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