Form Approved: O.M.B. No. 2127-0008

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	Repository
OCT 19 2010	☐
09-JUL-2010	Reference No. 10342162

OWNER INFORMATION (Type or Print)

Name		Daytime Telephone Number	E-mail Address
Address			
City: BROOKLYN	State: NY	Zip Code:	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	Make	Model	Model Year
1FMZU73K52U	FORD	EXPLORER	2002

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
9/2/2002	Popular Ford → place closed down			No: Cylinders	
Original Owner ☒	Dealer's City	State	Zip Code		

Transmission Type			Multiple Failure:	Incident Date(s)
	☐ Antilock Brakes ☐ Cruise Control	Powertrain		06-JUL-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION	Failure Mileage	Failure Speed
	45000	35

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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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. WHILE DRIVING 35 MPH THE CHECK ENGINE LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO A MECHANIC WHO STATED THAT THE AUTOMATIC TRANSMISSION NEEDED TO BE REPLACED. THE MANUFACTURER WAS CONTACTED AND INFORMED HER THAT SHE HAD TO REPLACE THE TRANSMISSION AT HER OWN EXPENSE AND TO FILE A CLAIM. THERE WERE NO RELATED RECALLS OR WARRANTIES. THE FAILURE AND CURRENT MILEAGES WERE 45,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

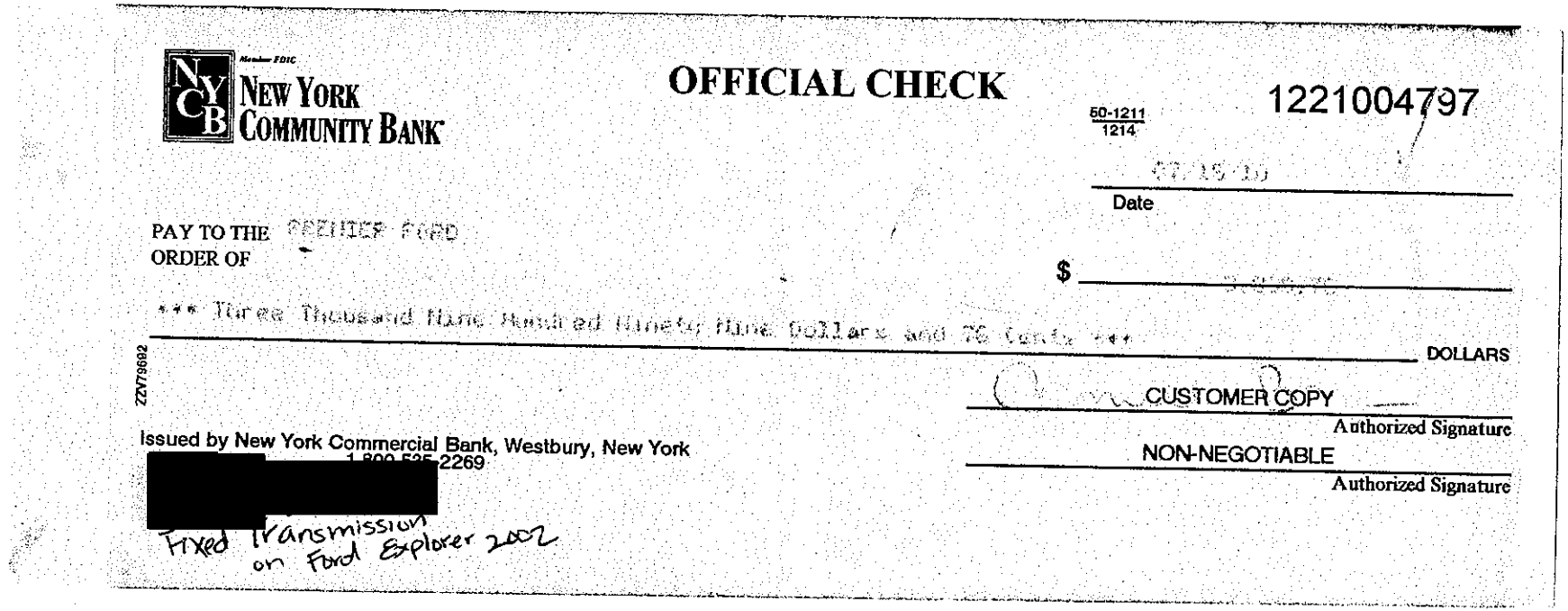
October 12, 2010

To Whom it May Concern,

Greetings! Thank you for investigating my vehicle. I purchased a brand new Ford Explorer 2002 in Sept of 2002 from Popular Ford dealer located in Brooklyn, New York on Coney Island Avenue. This Summer in July 2010, the OD light was flashing. I brought my car to my Mechanic and told me that I had a transmission problem. & Then, I brought it to the Ford dealer (Premier Ford) because I also had a recall on that car. The serviceman said, I also had a transmission problem. Therefore, I had to fix the recall problem and since I was there I told them to fix the transmission. The total bill came out for $3,999.[illegible]. I paid Premier Ford with a bank check which is enclosed. I also search on the internet about transmission and found a website "Carcomplaints.com" and saw many people complaining about the Ford Explorer 2002 and it was the transmission as well. The mileage of my car was only 45,000 miles and 7½ years old. I really believe that a car that

doesn't have lots of mileage and years, shouldn't have a transmission problem. My dad owns a Ford Taurus and it is 18 years old and has not ~~have~~ had a problem with its transmission. The Ford Explorer 2002 was poorly built and was not built to last. It is extremely unfair that I had to purchase a new transmission which cost $3,999.76 and the fact is that my car wasn't even old or used up lots of mileage. It is a disgrace to the American people especially who believe that we should purchase American made cars (to help our economy) and as a consequence the car wasn't functioning ~~properly~~ properly & also the representative of Ford was not sympathetic at all when I called them to complain. This is an an injustice to people who bought the 2002 Ford Explorer. Please take a look at the website, you will see how many people complained about the 2002 Ford Explorer. Thank you again for responding & hope to hear from you soon about this situation! Thank you,

[redacted]



NEW YORK COMMUNITY BANK

OFFICIAL CHECK

50-1211
1214

1221004797

07 15 10
Date

PAY TO THE ORDER OF PREMIER FORD

$

*** Three Thousand Nine Hundred Ninety Nine Dollars and 76 Cents ***

DOLLARS

22V79692

CUSTOMER COPY

Authorized Signature

Issued by New York Commercial Bank, Westbury, New York
1-800-535-2269

[redacted]

NON-NEGOTIABLE

Authorized Signature

Fixed transmission on Ford Explorer 2002

Premier Ford, Inc.

FORD
SALES • SERVICE • PARTS
DMV FACILITY #R7089954
NYC C/A LIC. 806391

1072 East 49th Street
Brooklyn, New York 11234
Service Phone: 718-859-5200

Service Hours
7:00 am - 6:00 pm
Monday Through Friday
7:30 am - 2:30 pm
Saturday

Adv: 165 CHRISTINA STRAUB	Tag: 6248	License: [redacted]	1FMZU73K5 2U[redacted]	Page: 2	Invoice: C53510

Invoice to: [redacted]

Driver/Owner: [redacted]

Invoiced: 07/14/10 17:01:30 JM

02 FORD EXPLORER XLT 4WD 4DR SPTUTY GREEN

Summary of Charges for Invoice C53510

PARTS	2646.62
LABOR - MECHANICAL	1029.43
SUB-TOTAL	3676.05
TAX	323.71
TOTAL CHARGE	3999.76

Payment Distribution for Invoice C53510

TOTAL CHARGE	3999.76
CASH DUE	3999.76

PAID JUL 15 2010
CK# [redacted]

Attention: Other Repair Orders on this vehicle:
RO: 53509 Opened: 07/08/10

If you have any questions - please see CHRISTINA STRAUB
IMPORTANT: YOU MAY BE RECEIVING A SURVEY DIRECT FROM THE MANUFACTURER.
IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" PLEASE
CONTACT OUR SERVICE DIRECTOR CHRIS STRAUB AT 718-859-5200
MONDAY THRU FRIDAY 9:00 AM TO 5:00 PM
********** THANKS FOR YOUR BUSINESS **********

Last Page

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE. UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

_____ (DATE)

X _____

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

Premier Ford, Inc.

FORD
SALES • SERVICE • PARTS
DMV FACILITY #R7089954
NYC C/A LIC. 806391

1072 East 49th Street
Brooklyn, New York 11234
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Adv: 165 CHRISTINA STRAUB	Tag: 6248	License: [redacted]	1FMZU73K5 2U[redacted]	Page: 1	Invoice: C53510

Invoice to	Driver/Owner Information
[redacted] BROOKLYN, NY [redacted] Home: [redacted]	[redacted] BROOKLYN, NY [redacted] Home: [redacted]

For Office Use			Vehicle Information	
Odometer in: 45652 Out:		Dist: FMC CUS C Prelim	02 FORD EXPLORER XLT 4WD 4DR SPTUTY GREEN	
Begin: 07/08/10	Done: 07/14/10	Invoiced: 07/14/10 17:01 JM	Inservice: 09/19/02	Production: 06/04/02

Customer Concern

Concern 51
Correction
C/S CHECK ENGINE LITE IS ON
CHECKED AND FOUND CODES PRESENT FOR TRANSMISSION,PERFORM PIN POINT TEST TO RETRIVE HARD CODES FOR SHIFT FAUKTS 1ST GEAR,2ND GEAR AND OVERDRIVE,REMOVE TRANS PAN TO INSPECT AND FOUND HEAVY METAL THRU OUT AND FLUID BURNT,WITH CUSTOMERS APPROVAL,REPLACED TRANSMISSION ASSEMBLY,CLEARED CODES,RE CHECK OK

Parts

Part Number			PO#	Note	Description
FMC	2L2Z	7V000 BARM		NSTK	*TRANSMISSION REMFG
FMC	4L2Z	7A095 BA		INSF	OIL COOLER ASY
FMC	XT	5 QM		INSF	FLUID - TRANSMISSION
FMC	4L2Z	7086 AA			GASKET

Type: C

Operation	Tech	Units		Amount
51	172	11.0	S	1029.43

Qty		Sell	
1	S	2350.00	2350.00
1		235.93	235.93
3		5.06	15.18
1		16.91	16.91

Subtotal

PARTS	2618.02
LABOR - MECHANICAL	1029.43
TOTAL CHARGE FOR CONCERN	3647.45

Concern 52
Correction
C/S INTERIOR LITES STAY ON
RELATED TO REPAIRS ON LINE 53

Type: C

Operation	Tech	Units	Amount
55	172	0.0	0.00

Subtotal

TOTAL CHARGE FOR CONCERN	0.00

Concern 53
Correction
C/S DOOR AJAR LITE IS ON
REPLACED SHORTED PIN SWITCH,RE CHECKED OK

Parts

Part Number			PO#	Note	Description	
FMC	1L2Z	13713 AA		SW		5648

Type: C

Operation	Tech	Units	Amount
55	172	0.0	0.00

Qty	Sell	
1	28.60	28.60

Subtotal

PARTS	28.60
TOTAL CHARGE FOR CONCERN	28.60

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE. UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

X

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

CUSTOMER

[redacted]

From: "CarComplaints.com" <laura@carcomplaints.com>
To: '[redacted]
Sent: Sunday, July 18, 2010 10:43 AM
Subject: vehicle complaint [2002 Ford Explorer]

Hello [redacted] thanks for adding the transmission complaint with your 2002 Ford Explorer - it's been added to CarComplaints.com! Click on the link below to view your complaint:
http://www.carcomplaints.com/Ford/Explorer/2002/transmission/transmission_failure.shtml

Transmission failure with the Ford Explorer is the 2nd most common problem overall for the Explorer, and is especially bad with the 2002 Explorer. If your Explorer is out of warranty, try calling Ford Customer service at (800) 392-3673 and ask for a "goodwill repair". If they say no, probably the best thing you can do is don't give Ford any more of your money & get it repaired somewhere else - just make sure you get a comparable warranty on the rebuilt transmission.

When you experience any other problems with your Explorer, please remember to come back & add them using the Add Complaint form: http://www.carcomplaints.com/addreport.shtml

Thanks again,
-Laura

http://www.CarComplaints.com
What's wrong with YOUR car?

[redacted]

From: "US DOT NHTSA" <donotreplyodi@dot.gov>
To: <[redacted]
Sent: Friday, July 09, 2010 11:04 AM
Subject: Acknowledgement from NHTSA/ODI of your safety complaint

Thank you for filing your safety-related complaint via our Web site or our Vehicle Safety Hotline. The ODI Number listed below will be a direct link to your complaint as soon as it is ready to view. Please allow at least two business days for approval and processing before trying to view your complaint online. You will then be able to view it and search any associated documents.

Your Confirmation number (ODI Number) is: 10342162

Your complaint information will be entered into the NHTSA vehicle owner complaint database. NHTSA technical staff review this information to identify potential safety problems. While you may or may not be contacted by a NHTSA investigator to clarify the information submitted, all reports are reviewed and analyzed for potential defects trends. Also, the NHTSA complaint database provides valuable information to other consumers and to manufacturers.

If you have any questions regarding this complaint, please contact ODI:

- By phone: 1-888-327-4236 8:00AM to 10:00PM Monday-Friday
  TTY: 1-888-424-9153
  Have your ODI Number available.
  (Spanish-speaking operators available)

- By e-mail: http://www-odi.nhtsa.dot.gov/contact.cfm
  Indicate your ODI Number in the contact form.

Thank you,

Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration (NHTSA)
U.S. Department of Transportation (DOT)

To find out more about NHTSA, please go to the Safercar.gov Web site or call our Vehicle Safety Hotline toll-free at 1-888-327-4236.

Our Privacy Policy can be found at this Web page.

This is a system-generated e-mail. Do NOT respond to the sender of this e-mail.

[redacted]

Bklyn, N.Y. [redacted]

United States Department of Transportation
Office of Defects/Investigations/CRD
NVS-216
1200 New Jesery Avenue
Southeast, Washington, D.C. 20590