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 ☐
17-AUG-2010	Reference No. 10349939

OWNER INFORMATION (Type or Print)

Name		Daytime Telephone Number	E-mail Address
Address			
City NARRAGANSETT	State RI	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
1FMZU70E62U	FORD	EXPLORER SPORT	2002

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 11-AUG-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 130000 VISIBILITY, 162600 STRUCTURE: BODY: HATCHBACK/LIFTGATE	Failure Mileage	Failure Speed
	53800	0

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 ☐ 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 SPORT. THE CONTACT STATED THAT THE REAR LIFT GATE HINGES FAILED AND CAUSED THE WINDOW TO FALL AND SHATTER. THE DEALER MADE REPAIRS AT THE CONTACTS EXPENSE. THE MANUFACTURER ADVISED THAT THE VEHICLE WAS NOT UNDER RECALL AND WOULD NOT PROVIDE ANY FURTHER ASSISTANCE. THE FAILURE MILEAGE WAS 53,800.

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

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OWNER INFORMATION (Type or Print)

Name [redacted]		Daytime Telephone Number [redacted]	E-mail Address [redacted]
Address [redacted]		Evening Telephone Number [redacted]	
City NARRAGANSETT	**State** RI	**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	Make	Model	Model Year
1FMZU70E62U[redacted]	FORD	EXPLORER SPORT	2002

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
9/5/03	TASCA 401-681-1300			6	GAS
Original Owner ☑	Dealer's City: CRANSTON	State: RI	Zip Code: 02910		

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
AUTO	☑ Antilock Brakes ☑ Cruise Control			11-AUG-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 130000 VISIBILITY, 162600 STRUCTURE: BODY: HATCHBACK/LIFTGATE	Failure Mileage	Failure Speed
	53800	0

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	Ø	Ø	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).

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WHEN THE TAILGATE WINDOW WAS OPENED THE HINGES FOLDED AND THE WINDOW CAME OUT OF THE TAILGATE, THE WINDOW THEN FELL WITHIN ONE OF THE CYLINDERS CAME OFF OF THE TAILGATE. WINDOW DID NOT ~~BREAK~~ BREAK, HOWEVER IT LEFT SEVERAL SCRATCHES IN THE TAILGATE WHICH REMAIN UNREPAIRED

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

Hhai Hair Supervisor NHTSA

CASE # 1436633447

CUSTOMER #: 9545584

[redacted]

NARRAGANSETT, RI [redacted]
HOME: CONT:N/A
BUS: CELL:

109066

INVOICE

PAGE 1

FLOOD FORD
LINCOLN · MERCURY
21 WOODRUFF AVENUE
NARRAGANSETT, RI 02882
(401) 515-2700
www.floodauto.com
e-mail: service@floodauto.com

LINCOLN

MERCURY

SERVICE ADVISOR: 4445 NICK R PETRANGELO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RED	02	FORD EXPLORER	1FMZU70E62U[redacted]	[redacted]	53801/53802	T442

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31DEC02 DD			17:00 11AUG10		VAR	CASH	13AUG10

R.O. OPENED	READY	OPTIONS:
16:24 11AUG10	09:35 13AUG10	ENG:4.0_Liter_EFI-SOHC

```
LINE OPCODE TECH TYPE HOURS                                LIST       NET      TOTAL
A FIX REAR LIFTGATE
    M REPLACED REAR GLASS HINGES
             15 JOEY,GRILLO LIC#: 2362
                C                                                   109.20     109.20
       1 1L2Z*98420A68*AA HINGE - GLASS                  44.53     44.53      44.53
       1 1L2Z*98420A69*AA HINGE - GLASS                  44.53     44.53      44.53
PARTS:     89.06  LABOR:    109.20  OTHER:        0.00  TOTAL LINE A:        198.26
 53846 REPLACED HINGES FOR REAR GLASS, AND RE-ALIGNED REAR GLASS IN
 LIFT GATE.
             **************************************************
B ****NO CHARGE 30 POINT INSPECTION REPORT CARD****
    99P ****NO CHARGE 30 POINT INSPECTION REPORT
        CARD****
             15 JOEY,GRILLO LIC#: 2362
                C                                                     0.00       0.00
PARTS:      0.00  LABOR:      0.00  OTHER:        0.00  TOTAL LINE B:          0.00
             **************************************************
C VERIFY MILEAGE AND PLATE
    VM VERIFY MILEAGE AND PLATE
             15 JOEY,GRILLO LIC#: 2362
                C                                                     0.00       0.00
PARTS:      0.00  LABOR:      0.00  OTHER:        0.00  TOTAL LINE C:          0.00
             **************************************************
D** OIL AND FILTER CHANGE, GREASE ALL GREASE FITTINGS LUBE ALL
      LATCHES,TOP OFF WINDSHIELD WASHER FLUID
    SA OIL AND FILTER CHANGE, GREASE ALL GREASE
        FITTINGS LUBE ALL LATCHES,TOP OFF WINDSHIELD
        WASHER FLUID
             15 JOEY,GRILLO LIC#: 2362
                C                                                     9.95       9.95
       1 FL*820*SB12 FILTER ASY - OIL                     6.05      6.05       6.05
       6 XO*5W20*DSP 5W20 MOTORCRAFT SEMI MOTOR OIL       2.59      2.59      15.54
PARTS:     21.59  LABOR:      9.95  OTHER:        0.00  TOTAL LINE D:         31.54
             **************************************************
```

FLOOD FORD LINCOLN MERCURY

SERVICE HOURS

MONDAY - FRIDAY
7:30 AM TO 6:00 PM

SATURDAY
8:00 AM TO 4:00 PM

"THANK YOU"

FROM FLOOD FORD LINCOLN - MERCURY

X

FLOOD FORD LINCOLN MERCURY

PARTS HOURS

MONDAY - FRIDAY
8:00 AM TO 5:00 PM

SATURDAY
8:00 AM TO 4:00 PM

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC./ENVIRONMENTAL	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

1-800-392-3673