

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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

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 ONLY100148

Date Received

17-AUG-2010

Repository
☐

Reference No.
10349939

OWNER INFORMATION (Type or Print)

Name
[REDACTED]

Address
[REDACTED]

City
NARRAGANSETT

State
RI

Zip Code
[REDACTED]

Daytime Telephone Number
[REDACTED]

Evening Telephone Number
[REDACTED]

E-mail Address
[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
1FMZU70E62L[REDACTED]

Make
FORD

Model
EXPLORER SPORT

Model Year
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
53800

Failure Speed
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

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 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.



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of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

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1FMZU70E62L [REDACTED]

Make

FORD

Model

EXPLORER SPORT

Model Year

2002

Date Purchased

9/5/03

Dealer's Name and Telephone Number

TASCA 401-681-1300

Engine:

No: Cylinders

6

Fuel Type:

GAS

Original Owner

☒

Dealer's City

CRANSTON

State

RI

Zip Code

02910

Transmission Type

AUTO

☒ 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

53800

Failure Speed

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: DOTM19ABC036)

☐ 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

0

Number of Deaths

0

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).

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

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

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CUSTOMER #: 9545584

109066

INVOICE

**FLOOD FORD**
LINCOLN - MERCURY21 WOODRUFF AVENUE
NARRAGANSETT, RI 02882

(401) 515-2700

LINCOLN

www.floodauto.com

e-mail: service@floodauto.com



MERCURY

NARRAGANSETT, RI

PAGE 1

HOME:

CONT:N/A

BUS:

CELL:

SERVICE ADVISOR: 4445 NICK R PETRANGELO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
RED	02	FORD EXPLORER	1FMZU70E62U		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: ENG:4.0 Liter EFI-SOHC				

16:24 11AUG10 09:35 13AUG10

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 PMSATURDAY
8:00 AM TO 4:00 PM**"THANK YOU"**

FROM FLOOD FORD LINCOLN - MERCURY

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above car or truck to secure the amount of repairs thereto. I further authorize FLOOD FORD LINCOLN - MERCURY to repair my auto per insurance company estimate, including any supplementary claims and I hereby assume personal liability for payment in full for any and all work done on said motor vehicle.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

X

FLOOD FORD
LINCOLN
MERCURY**PARTS HOURS**MONDAY - FRIDAY
8:00 AM TO 5:00 PMSATURDAY
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