

 INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) U.S. Department of Transportation National Highway Traffic Safety Administration		FOR AGENCY USE ONLY 100148 Date Received OCT 20 2011 25-OCT-2010		Repository ☐ Reference No. 10362266
Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline				
OWNER INFORMATION (Type or Print)				
Name		Daytime Telephone Number		E-mail Address
Address		Evening Telephone Number		None
City	State	Zip Code		
FAIRLAND	OK		Same	
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
1FMZU73E42Z		FORD	EXPLORER	2002
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:
2005	Auto Auction		No: Cylinders	unloaded
Original Owner	Dealer's City	State	Zip Code	
☐	Springfield, Mo.	Mo	6	
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)
Auto e	☒ Cruise Control	4-wh drive	when stopped + pulled into traffic	May 2010
4 wheel drive				
FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Codes: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION, 010000 STEERING			Failure Mileage	Failure Speed
			80000	
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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☒ Yes ☐ No	☐ Yes ☒ No	1		yes
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. THE CONTACT STATED THAT SHE HAD ISSUES SHIFTING GEARS AND WHEN SHE WOULD TURN CORNERS, THE VEHICLE WOULD SHIFT OUT OF GEAR. OTHER TIMES, SHE HAD ISSUES SHIFTING INTO DRIVE AND MOVING FORWARD. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHERE THE CONTACT WAS INFORMED THAT THERE WERE NO RELATED RECALLS. THE TRANSMISSION WAS REPLACED IN 2008 AT A REPAIR SHOP. HOWEVER, THE FAILURE CONTINUED. WHEN THE CONTACT PLACED THE VEHICLE IN PARK (WITH THE ENGINE ON) AND WENT INTO A STORE, THE VEHICLE SHIFTED INTO DRIVE AND HIT A BUILDING AND THEN MOVED BACK AND HIT ANOTHER VEHICLE. THERE WERE NO INJURIES. A POLICE REPORT WAS FILED. THE VEHICLE WAS TAKEN BACK TO A REPAIR SHOP WHERE THE CONTACT WAS INFORMED THAT A COMPONENT OF THE STEERING COLUMN WOULD NOT ALLOW THE VEHICLE TO LOCK INTO GEAR. THE STEERING COLUMN WAS REPAIRED. HOWEVER, AFTER THE REPAIR, THE TRANSMISSION SLIPPED. THE VEHICLE HAD NOT BEEN REPAIRED. THE MANUFACTURER HAD NOT BEEN NOTIFIED. THE CURRENT MILEAGE WAS APPROXIMATELY 140,000. THE FAILURE MILEAGE WAS APPROXIMATELY 80,000.				
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.				
ATTACH ADDITIONAL SHEETS IF NECESSARY				

Copy to state form

Had problem at 80,000 when got car but was infrequent

140,000
pulled into street & totalled a car

1-888-827-4236

Call 10/25/10

Dept. of Transportation

Conf. #

1036226

GEAR SELECTOR LEVER - INCREASED EFFORT TO SHIFT FROM DRIVE TO PARK**TECHNICAL SERVICE BULLETIN**

Reference Number(s): 04-22-12, Date of Issue: November 15, 2004

FORD: 2002-2005 Explorer

MERCURY: 2002-2005 Mountaineer

Related Ref Number(s): 04-22-12

ARTICLE BEGINNING**DESCRIPTION****GEAR SELECTOR LEVER - INCREASED EFFORT TO SHIFT FROM DRIVE TO PARK****ISSUE**

Some 2002-2005 Explorer 4dr/Mountaineer vehicles, may require a greater effort to move the gear selector lever (shift lever) from drive to park. This may be due to a time delay with the brake shift interlock (BSI) pin retraction.

ACTION

To service, replace the BSI switch. Refer to the following Service Procedure.

SERVICE PROCEDURE

1. Remove the two (2) fasteners supporting the instrument panel knee bolster from below the steering column and remove the cover (Fig. 1).

Fig. 1: Fasteners Supporting Instrument Panel Knee Bolster

2. Remove the three (3) fasteners supporting the steering column lower shroud and remove the cover (Fig. 2).

Fig. 2: Fasteners Supporting Steering Column Lower Shroud

3. Remove the three (3) wiring bundle carrier fasteners from the bottom of the steering column to allow movement while removing the BSI switch. It may be necessary to release the connectors from the multifunction switch (Fig. 3).

Fig. 3: Wiring Bundle Carrier Fasteners

4. Remove the BSI fasteners (T-30 on the side and T-20 on the bottom) (Fig. 4).

Fig. 4: Brake Shift Interlock Fasteners

5. Pull the BSI tab on the bottom of the column downward to help free the BSI from the column housing.
6. Break the two (2) side tabs off the BSI by the white wiring connector (Fig. 5).

Thread
bolster out

Fig. 5: Side Tabs On BSI

7. Push the locking tab on the white connector towards the wiring to release the connector from the BSI. Be careful not to damage the connector or wiring. If the connector does not free easily, a very small flat screwdriver may be used to help lift the locking tab (**Fig. 6**).

Fig. 6: Locking Tab On White Connector

8. Connect the wiring to the new BSI. Ensure all clips are fully engaged to prevent the connector from pulling free.
9. Reinstall the BSI onto the steering column and reinstall fasteners (**Fig. 7**).

Fig. 7: Brake Shift Interlock Installation

10. Check BSI function. With the key in the accessories or run position, press the brake pedal. The BSI pin should retract on brake application, and spring up one (1) second after releasing the brake pedal. Repeat several times.
11. Reinstall fasteners to connect wiring bundle carrier to the steering column. Make sure all connections to the multifunction switch unit are secured properly.
12. Reassemble steering column in reverse order. Ensure rubber gap hider around shift lever is properly seated on the shroud.
13. Cycle the shift lever from park to drive and drive back to park several times to verify improved shift effort.

PARTS INFORMATION**PARTS INFORMATION**

Part Number	Part Name
1L2Z-3Z719-DA	BSI Switch

WARRANTY INFORMATION

WARRANTY STATUS: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage.

WARRANTY INFORMATION

Operation	Description	Time
042212A	Replace The Brake Shift Interlock Switch (BSI)	0.5 Hr.

DEALER CODING

Basic Part No.	Condition Code
3F770	42

© 2008 Mitchell Repair Information Co., LLC.

10/20/2010

Steve's Country Garage

18500 S. 540 Rd.

Fairland, OK 74343

(918)-676-3030

Invoice #4293

2002 FORD EXPLORER 4x4

4.0L SFI OHC (Eng Code E)

Tag:

ID: 1FMZU73E42Z

Mileage 140,081

Labor

CK. SHIFTER / REPLACE INTERLOCK SOLENOID

Amount\$65.00\$65.00Part No.

5L2Z-3Z719-A

Parts

SHIFT INTERLOCK SOLENOID

Quantity

1.00

Each

\$132.62

\$132.62\$132.62

Subtotal

\$197.62

Tax

\$7.76

Total

\$205.38

An express mechanics lien is acknowledged on the above vehicle to secure the amount of repairs thereto, until such time as cash payment has been made in full. It is understood that you will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control. Upon signing this repair order it is accepted as a complete and comprehensive description of the repair work done on this vehicle.

DATE _____

SIGNED _____

ID #

1 Fm zu 73 E 42 2

2002 Ford

Explorer
4 door

Title #

defective Part in
Box.

- Came out of gear by itself -

get car at 90,000 in 2005

Notice occ. that when
accelerated from stop - wasn't in
gear - slow down - Take shifter
then would go - get worse
& worse - Transmission
affected - had to get Transmission
fixed - 2500⁰⁰

Talked to car dealer in Miami
said 'no recalls' but didn't check
for bulletins ~~was~~ weren't
interested in helping - since they
didn't sell it to me -

140,000 Last Summer I stopped & put
in Park - on probably a
30° incline - ran into store for
a minute & as I turned
the car - pulled forward
& hit wall - Smashing it

Concrete big urn then slowly
rolled back ward into Traffic
on main hwy 66 thru M. Am.
OKls.



four lane
hit building then rolled
back into Traffic.
I had a 74 yr. old lady
in passenger seat.

WAS hit in Left rear
corner - Totalled an older car -
both lady's ~~toes~~ were OK they said.
I was lucky - the car
could have been broadsided.

The Police didn't give me
a ticket - as they had never
seen anything like this.

Ford dealer - didn't understand
what happened - no help -

I Took Explorer to my small
town mechanic - explained what
happened + the cars other things
I did - left car - in 2 days fixed
car for 205.38 - found a
bullet on ford site -

Ford dealer didnt look for bullet
- I didnt know about bulletins -

Ive paid out over 10,000 \$
- we fixed my car -

now have occ. other things
that are - strange

OK door locks + un lock
all by itself - whether I'm in
car or not -

TRANSMISSION is STRANGE
occ. - got in 4 wheel drive
by itself 3 X's -