

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 08-DEC-2010 MAY 2 2011	
OWNER INFORMATION (Type or Print)					
Name				Daytime Telephone Number	
Address				E-mail Address	
City		State	Zip Code	Evening Telephone Number	
BERKLEY		MA			
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
1FMZU74W22U			FORD	EXPLORER	2002
Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
3/04				No: Cylinders	
Original Owner	Dealer's City	State	Zip Code		
☐					
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
	☒ Cruise Control			07-DEC-2010	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 160000 STRUCTURE				Failure Mileage	Failure Speed
				92000	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	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 THE VEHICLE WAS PARKED WHEN SHE NOTICED A LARGE CRACK IN THE REAR LIFT GATE, DIRECTLY BELOW THE REAR WINDOW. THE FAILURE WAS NOT DIAGNOSED BY A DEALER OR REPAIRED. THE FAILURE AND CURRENT MILEAGES WERE 92,000.					
APPLIQUE CRACKED THERE ARE 1000's of COMPLAINTS ABOUT THIS AND THEY ARE ALL CRACKED ON THE APPLIQUE. AND 2002 THIS FAILURE IS HAPPENING TO ALL EXPLORERS, MERCURY MOUNTAINEERS. PLEASE ADDRESS THIS PROBLEM AFTER THESE CRACKS THE PART IS FLYING OFF THE CAR					
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.					

CREATING
SAFETY
ISSUES