

 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	
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received 03-JAN-2011	Repository ☐ Reference No. 10373845
				Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
OWNER INFORMATION (Type or Print)					
Name [REDACTED]		Address [REDACTED]		Evening Telephone Number [REDACTED]	
City EAST HANOVER	State NJ	Zip Code [REDACTED]			
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FMZU73EX2Z [REDACTED]			Make FORD	Model EXPLORER	Model Year 2002
Date Purchased 08-26-2003	Dealer's Name and Telephone Number OZZIE'S FORD			Engine: No: Cylinders	Fuel Type:
Original Owner ☒	Dealer's City KENNESAW	State NJ	Zip Code 07936	6	GAS
Transmission Type ☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 28-DEC-2010	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION				Failure Mileage 61411	Failure Speed 30
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 <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>					
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. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 30 MPH THE OVERDRIVE AND SERVICE WARNING LIGHTS ILLUMINATED AS THE VEHICLE BEGAN TO LOSE POWER. THE VEHICLE WAS TAKEN TO A LOCAL REPAIR FACILITY WHERE THE TRANSMISSION CONVERTER BODY WAS REBUILT. IN ADDITION, REPAIRS WERE MADE TO THE OVERDRIVE PISTON, OVERDRIVE SPEED SENSOR, OVERDRIVE BAND, CARRIER PLANTER, AND REVERSE BOARD BUSHING. THE MECHANIC ALSO REPLACED THE TRANSMISSION FLUID. THE MANUFACTURER WAS CONTACTED AND ADVISED THAT THERE WERE NO RECALLS FOR THE FAILURE AND WOULD NOT PROVIDE ANY ASSISTANCE. THE FAILURE MILEAGE WAS 61,411 AND THE CURRENT MILEAGE WAS 61,445.					
FEB 28 2011					
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.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

WHILE DRIVING O/D LIGHT STARTED TO FLASH, THEN THE SERVICE LIGHT CAME ON. AWHILE LATER LOST OF POWER, WOULDN'T SHIFT INTO GEAR, THEN SLIPPING OUT, WITH THE ENGINE RACING. CALLED A FEW TRANSMISSION AUTO TECHNICIANS AND THEY ALL KNEW ABOUT THE EXACT SAME PROBLEM BECAUSE OF COMPLAINTS. IF THIS TRANSMISSION FAILURE OCCURRED WHILE DRIVING ON A MAJOR HIGHWAY-COULD CAUSE A SERIOUS INJURY OR LOST OF LIFE.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

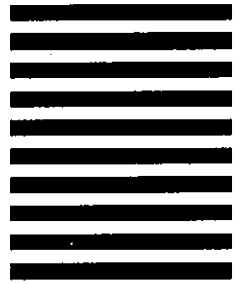
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

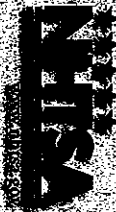
**Use the enclosed
form to file a report.**

or visit:

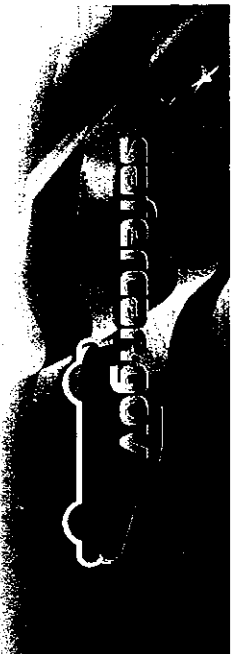
www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



HADLEY'S AUTO REPAIR
22 Merry Lane
EAST HANOVER, NJ 07936
(973) 386-1805

HADLEY'S AUTO REPAIR

22 Merry Lane
EAST HANOVER, NJ 07936
(973) 386-1805

NAME	[REDACTED]		DATE OF ORDER	12-31-10
ADDRESS	[REDACTED]		19646	
CITY, STATE, ZIP	[REDACTED]			
HOME PHONE	BUS. PHONE	EXT.	DATE PROMISED	
CUSTOMER'S ORDER NUMBER	ORDER WRITTEN BY	LIC#	[REDACTED]	
MOTOR NUMBER			ODOMETER	

YEAR, MAKE AND MODEL	Ford
SERIAL NUMBER	

QTY.	PART NO. AND DESCRIPTION	AMOUNT	DESCRIPTION OF WORK	AMOUNT
			☐ LUBE ☐ CHG.OIL ☐ OIL FILTER ☐ TUNE UP ☐ TRANS. ☐ DIFF.	
1	Over haul K.I.T		① Parts + Labor To	
1	Coverter		over haul Trans and	
	Oil Filter		R+R.	
	Main Control valve Body			244395
	Intermediate Servo Piston			
	Over Drive Servo Piston			
	Over Drive Speed Sen			
	Output Shaft speed Sen			
	Over Drive Band			
	Planetary Carrier			
	Servo Band			
(MAY BE CONTINUED ON OTHER SIDE)		TOTAL PARTS		
ACCESSORIES				
	Speed Sen			
	Reverse Band Bushing Kit			
	Fluid			
	Exhaust Bracket			
TOTAL ACCESSORIES				
			LITERS/GALS. OF GAS @	TOTAL LABOR
			LITERS/QTS. OF OIL @	TOTAL PARTS
			kg/LBS. OF GREASE @	ACCESSORIES
			1 year 12000.00 mile warranty	GAS, OIL AND GREASE
			I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is also 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.	SUBLET REPAIRS
			SIGNATURE	EPA / WASTE DISPOSAL
				TAX
				TOTAL

THANK YOU

CUSTOMER COPY

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

TOTAL	\$2618.23
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DATE: DEC 31, 10 TIME: 15:19:43
AUTH NO: 00284A

UI SA
XXXXXXXXXXXXXXXXXXXX
SALE

TERMINAL I.D.: 55028051

HADLEY'S AUTO REPAIR
22 MERRY LN
E HANOVER NJ 07936
(973) 386-1805