

THERE MUST BE 1000'S OF OTHERS
CHECK FORD

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 FEB 6 8 2011 05-JAN-2011		Repository ☐	
		Reference No. 10374767			
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name				E-mail Address	
Address				Evening Telephone Number	
City SANTA FE SPRINGS		State CA	Zip Code		
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 1FMZU62K23U		Make FORD	Model EXPLORER	Model Year 2003	
Date Purchased 8-19-03	Dealer's Name and Telephone Number DOWNEY FORD 562-861-6771		Engine: No: Cylinders 6	Fuel Type: GAS	
Original Owner ☒	Dealer's City DOWNEY CA 90240-3307	State CA	Zip Code		
Transmission Type AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain REAL WHEEL	Multiple Failure:	Incident Date(s) 01-JUN-2004 8-19-03	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 160000 STRUCTURE, 162500 STRUCTURE-BODY: TAILGATE TAILGATE HAS A CRACK BY THE FORD EMBLEM I HAVE SEEN ABOUT 50 I WENT BACK EAST AND SEEN THEM THERE			Failure Mileage 40000	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	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 2003 FORD EXPLORER. WHILE THE VEHICLE WAS PARKED THE CONTACT NOTICED THAT THE REAR TAILGATE WAS CRACKED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE TECHNICIANS STATED THAT THE CONTACT WOULD HAVE TO PAY TO HAVE THE TAILGATE REPLACED. THE MANUFACTURER WAS CONTACTED AND STATED THAT THEY WOULD PAY FOR R HALF OF THE REPAIR COST. THE CONTACT STATED THAT HE SHOULD NOT HAVE TO PAY ANY PORTION OF THE REPAIR COST. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 40,000.					
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.					

To whom it may concern.

I called the Ford Co. about six or seven years ago. telling them about the crack on the tail gate by the Ford emblem. I was told it wasn't a warranty problem.

since then I have seen at least 60 Fords with cracks in the same place. here in California and back east.

I wrote a letter to the Ford Co. explaining what happened. I sent them pictures and told them to write me or call me. they never did either one. that was around 2 yrs. ago.

about six months ago I called again. I was told they had no recalls and nothing could be done about it.

P.S.

The first time I called. the person I talked to told me they would go half with me.
my half would be \$400⁰⁰