

 <p>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</p>		FOR AGENCY USE ONLY 100148	
<p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		Date Received 01-JUN-2011 JUL 1 8 2011	Repository <input type="checkbox"/> Reference No. 10404040
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	E-mail Address
Address			
City	State	Zip Code	Evening Telephone Number
ST PETERSBURG	FL		
<p><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></p>			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FMZU64W34U		Make FORD	Model Year 2004
Date Purchased	Dealer's Name and Telephone Number		Engine: 4.6L No: Cylinders 8
Original Owner <input type="checkbox"/>	Dealer's City	State	Fuel Type: INJ
Transmission Type AUTO	<input checked="" type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:
			Incident Date(s) 12-MAY-2011
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 130000 VISIBILITY LIGHTED MIRROR SUN VISOR		Failure Mileage 115000	Failure Speed
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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths
		Reported to Police N	
<p>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).</p>			
<p>TL*THE CONTACT OWNS A 2004 FORD EXPLORER. THE CONTACT STATED THAT THE SUN VISOR CAME OFF OF THE MOUNT CAUSING IT TO OBSTRUCT THE DRIVERS VISIBILITY. HE ALSO STATED THAT AS A RESULT OF THE HEAT IN THE VEHICLE THE PLASTIC MOUNT STARTED DISINTEGRATING. THE VEHICLE WAS TAKEN TO THE DEALER WHO MADE ADVISED HIM THAT THERE WERE NO RECALLS RELATED TO THE FAILURE AND STATED THAT THE VISOR ASSEMBLY NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS REPAIRED. THE FAILURE AND CURRENT MILES WERE 115,000. AN INFERIOR PLASTIC PART FAILED DUE TO DISINTEGRATION. A PART THAT I BELIEVE COST LESS THAN ONE DOLLAR BUT IS NOT AVAILABLE FROM THE FORD DEALER. THE ONLY WAY TO OBTAIN THE INFERIOR PLAST PART IS TO SPEND \$175.00 TO REPLACE THE WHOLE VISOR TIMES 2 VISORS \$350.00. THE PART SHOULD BE MADE FROM A SUPERIOR SUBSTANCE SUCH AS METAL AND THIS WOULD NOT DISINTEGRATE.</p>			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.		ATTACH ADDITIONAL SHEETS IF NECESSARY	
<p>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.</p>			

I HAVE ANOTHER FORD VEHICLE 18YR OLD THAT DOES NOT USE PLASTIC FOR THE VISORS AND VISORS STILL FUNCTIONS WELL. THIS PLANNED OBSOLESCENCE IS DANGEROUS. VISOR WOULD NOT BE ON AUTOS IF THEY WERE NOT CONSIDERER IMPORTANT.

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

WITH NO AUTOMOTIVE OR ENGINEERING SKILLS I WAS ABLE TO MAKE
A CRUDE REPLACEMENT PART ~~FROM~~ FROM METAL FOR ABOUT 10¢ BEFORE
GOING TO THE DEALER FOR AN ORIGINAL PART THAT IS NOT AVAILABLE.
A PART MADE FROM PLASTIC SHOULD NOT BE PERMITTED TO BE USED
UNLESS THERE IS AMPLE SUPPLY FOR REPLACEMENT AT A NOMINAL COST.
THE PASSENGER VISOR PLASTIC MOUNT IS DISINTEGRATING AND WILL NEED
REPAIR SHORTLY. IF NOT ANOTHER VISOR MALFUNCTION COULD CAUSE
SERIOUS HARM. A SUN VISOR HANGING IN THE DRIVERS VIEW IS EXTREMELY
DANGER ~~WHETHER~~ WHETHER DAY OR NIGHT

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

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IN THE
UNITED STATES

BUSINESS REPLY MAIL
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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

