U.S. Department of Transportation

National Highway Traffic Safety Administration

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: FEB 22 2012

24-JAN-2012

Repository ☐

Reference No. 10445124

OWNER INFORMATION (Type or Print)

Name [redacted]

Address [redacted]

City FAIR OAKS | State CA | Zip Code [redacted]

Daytime Telephone Number [redacted]

Evening Telephone Number

E-mail Address

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
1FMDU64W95Z[redacted]	FORD	EXPLORER	2005

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☑	Dealer's City: ROSEVILLE	State: CA	Zip Code: 95661		

Transmission Type	Antilock Brakes ☐ / Cruise Control ☐	Powertrain	Multiple Failure:	Incident Date(s)
				07-DEC-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY	Failure Mileage	Failure Speed
	20000	

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: DOTMAL9ABC036)	☐ 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 2005 FORD EXPLORER. THE CONTACT STATED THAT THE LIFTGATE DOOR WAS CRACKED. THE VEHICLE WAS TAKEN TO THE DEALER WHO VERIFIED THE FAILURE AND STATED THAT THE REAR LIFTGATE NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE WHO DID NOT OFFER ANY ASSISTANCE SINCE THE VEHICLE WAS NO LONGER UNDER WARRANTY. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 20,000 AND THE CURRENT MILEAGE WAS 45,000.

BACK PANEL THAT IS CRACKED IS ALSO COMING UNGLUED TO VEHICLE - FEAR IT CAN FALL OFF WHILE DRIVING. THIS PANEL HAS BEEN REPLACED ONCE BEFORE AT 20,000.

MOST REPORTED PROBLEM@ - CarComplaints.com

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY