

 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 24 2012 08-FEB-2012	Repository ☐ Reference No. 10447103
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	Zip Code	Evening Telephone Number
LONE TREE	CO		
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
1FMHK8F88CG		FORD	EXPLORER
Date Purchased	Dealer's Name and Telephone Number	Engine:	Fuel Type:
11/11	Cumove Ford Service # 877-396-9529	No: Cylinders 6	87
Original Owner	Dealer's City	State	Zip Code
☒	centennial	CO	80112
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:
Auto	☒ Cruise Control		Incident Date(s)
			21-JAN-2012
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 150000 SEAT BELTS		Failure Mileage	Failure Speed
		2600, 3112	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
☐ Yes ☒ No	☐ Yes ☒ No		
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 2012 FORD EXPLORER. THE CONTACT STATED THAT THE REAR PASSENGER SIDE SEAT BELT WOULD NOT RETRACT. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER AND THE REPLACEMENT SEAT BELT WAS ALSO EXPERIENCING THE SAME FAILURE. THE CONTACT WAS INFORMED THAT THE SEAT BELTS WERE BEING REDESIGNED AND THE VEHICLE WAS AWAITING NEW PARTS FOR REPAIR. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 2,600. Contact Notified Ford Customer Service as well as dealer. As of 2/16/12 Ford is still unable to provide a replacement seatbelt to rectify problem.			
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 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.			

INVOICE



10039 east arapahoe road
centennial, colorado 80112
GrooveAutomotive.com

sales 303 643 9000
service 303 643 9020
parts 303 643 9030

LONE TREE, CO

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HOME: [REDACTED] CONT: N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 4306 Brian R James

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
UG/WHITE	12	FORD EXPLORER	1FMHK8F88CG	[REDACTED]	3112/3112	T7034	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01DEC11 DD			17:00 27JAN12		115.00	CASH	27JAN12
R.O. OPENED	READY	OPTIONS: STK:2F12826 1)MFG Trim:CQ PECAN PERF					
27JAN12	27JAN12	LTHR					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES THE R.R SEATBELT IS NOT PULLING OUT

C20010 GENERAL LIGHT LINE REPAIR

4318	C12				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:

3112 ORDER SEAT BELT

B CUSTOMER STATES THE TRIM FOR THE SPAIR TIRE IS COMING OUT EASLY

C20010 GENERAL LIGHT LINE REPAIR

4318	C12				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:

3112 0.00 REFASTEN TRIM PANEL

C MULTI POINT INSPECTION

99P MULTI POINT INSPECTION

4318	C12				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:

3112 0.00 PERFORM INSPECTION TIRES BRAKES BATTERY GREEN

Thank you for allowing us to service your vehicle. Your SATISFACTION is VERY IMPORTANT to us. You may be receiving a survey from the manufacturer. If you cannot answer ALL the survey questions COMPLETELY SATISFIED please contact your service advisor.

- went in of 1/23 - No one able look at it.
1/27 - Appt. made told had to order part.
2/8 - Told new seatbelt had arrived, ready to be installed.
New seatbelt failed. Told had to order new seatbelt.
2/16 Still waiting for new seatbelt.

INTEGRATION OF TERMS

LIMITED WARRANTY

This agreement and the Service Order prepared in conjunction with the work performed on this vehicle constitute the full and entire understanding and agreement between the parties with respect to the subject matter and supersedes any and all negotiations, prior discussions, agreements or understandings.

DISCLAIMER: The only warranty provided is the warranty provided by the part manufacturer, if any. This warranty is provided in lieu of any other warranty. GROOVE FORD DISCLAIMS ALL OTHER WARRANTIES EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

DATE: SIGNED: X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

[REDACTED]
Lone Tree, CO

DEVELOP CO 0002

26 FEB 2012 PM 6 L



U.S. Dept. of Transportation
National Hwy Traffic Safety Administration
Office of Defects (NUS-210)
1200 New Jersey Ave S.E. West Bldg.
Washington, DC 20590

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