

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 APR 11 2012 02-MAR-2012	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
PONCHAPOULA		LA			
The information you provide will be used to identify potential safety-related defects. We may share your information 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	
1FMZU63E62Z		FORD	EXPLORER	2002	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
June 2002	ATK		No: Cylinders	Reg	
Original Owner	Dealer's City	State	Zip Code		
	Denham Springs	LA	70726		
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
Auto	☒ Cruise Control			01-MAR-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 100000 POWER TRAIN			Failure Mileage	Failure Speed	
			228000	Parked	
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	Failure Location:			
	☐ Prior Repair				
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 2002 FORD EXPLORER. WHILE ATTEMPTING TO SHIFT FROM PARK TO THE REVERSE, THE CONTACT NOTICED THAT THE COLUMN SHIFTER HAD SEPARATED FROM THE STEERING COLUMN. THE VEHICLE HAD NOT BEEN DIAGNOSED OR REPAIRED. THE CURRENT AND THE FAILURE MILEAGE WAS 228,000.					
The problem would be if it happened to fall off while in gear, on interstate, while turning etc. The shift literally fell to the floor. Could have been very dangerous. At car complaints.com - hundreds of 02 EX had same prob - should be recall!					
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.					

Twin Tire & Auto Care Of Hammond

"Big Enough To Serve You, Small Enough To Really Care"

Drain + take 50 no disc fl - \$249.3

Bill To



Ponchatoula, LOUISIANA
USA

Phone



Plate



Description Blue 2002

Make Ford Truck Explorer XLT

Engine V6-245 4.0L SOHC

Odometer 212,187

VIN 1FMZU63E62Z

PO # N/A

Work Order # 0000053873

Invoice # 0000092858

Svc Advisor Tilley, Ryan

Technician Thomas, Brett

Invoice Date Mar 06 2012

Appointment Mar 01 2012 11:37 am

Promised Mar 01 2012 6:00 pm

called

Blender

no: shift

hard RE

Problems Resolved

GEAR SHIFTER IS BROKEN AND WILL NOT LET KEY OUT OF IGNITION

CUST STATES WENT TO PUT IN PARK AND SHIFTER FELL OFF BROKE
KEY WILL NOT COME OUT

1 - said drive 2 jump -

*- no belt squealing -
called Blender*

Inspections Performed

30 Point Preventative Maintenance Inspection - 1b

Services Performed

Tow To Shop

027921 - Bennetts Towing

1.00 Units

\$150.00 / Unit

\$150.00 HL

Sub

\$150.00

SHIFT LINKAGE REPAIR TUBE AND SHAFT

Includes removal of components as required to access.

6003384 - Transmission Shift Lever Collar Repair
Collar

1.00 Units

\$123.20 / Unit

\$123.20 HL

Remove & Replace Steering Column Gearshift
Tube To Repair Broken Shift Linkage Collar

\$170.52 HL*

note - check engine light and air bag lights are on

Sub

\$293.72

Belt - Replace Serpentine Drive Belt - CRACKING

Includes removal of components required for access.

25060854 - Belt - Serpentine

1.00 Units

\$59.24 / Unit

\$59.24 HL

Remove & Replace Alternator Drive Belt

\$42.63 HL*E

Work Performed By: Thomas, Brett

Sub

\$101.87

Car Care Cash

This is our way of thanking you for your business. "Big Enough to Serve You, but smaller enough to really CARE"

Car Care Cash - "we Thank You For Your
Business."

\$0.00 HL

Discount (\$47.00)

Sub

(\$47.00)

42296 Veterans Ave. Hammond, LA 70403 985-345-9704 www.TwinTire.com

Warranty 2 Years / 24,000 miles parts and labor which ever comes first!!!

Invoice # 0000092858

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Invoice Totals

Total Labor		\$213.15
Total Parts		\$285.44
Total Before Taxes & Miscellaneous Charges		\$498.59
(*) Environmental/Supplies handling and compliance		\$21.32
(H) Hammond Local Sales Tax	5 %	\$24.93
(L) Louisiana State Sales Tax	4 %	\$19.94
	Totals	\$564.78

Invoice Comments

THANK YOU! We appreciate your business.

Next Scheduled Visit _____

paid \$564.78 by Visa.



BENNETT'S
TOWING & RECOVERY INC.
18272 SISTERS RD.
PONCHATOULA, LA 70454
(985) 386-3242

Road Service

DATE 3-1-12	TIME 11 P.M.	REQUESTED BY Hamm Tice	P.O. NO.
NAME [REDACTED]		PHONE	
ADDRESS [REDACTED]			
CITY Ponchatoula		STATE LA	ZIP [REDACTED]
LOCATION OF VEHICLE ST. Tammany Hospital			
YEAR, MAKE, MODEL 2002 Ford Explorer		COLOR Blue	DRIVER
STATE	LIC. PLATE NO.	VEHICLE ID. NO. 1FMZU63E62	REGISTERED OWNER
MILEAGE		SERVICE TIME	EXTRA PERSON
FINISH		FINISH	FINISH
START		START	START
TOTAL		TOTAL	TOTAL
REASON FOR TOW		SPECIAL EQUIPMENT	
☐ ACCIDENT ☐ ABANDONED ☐ ARREST ☐ STOLEN CAR ☐ UNREGISTERED ☐ BREAK DOWN ☐ TOW ZONE ☐ LOCK OUT ☐ SNOW REMOVAL ☐ FLAT TIRE ☐ OUT OF GAS ☐ IMPOUNDED ☐ START		☒ SINGLE LINE WINCHING ☐ DUAL LINE WINCHING ☐ SNATCH BLOCKS ☐ SCOTCH BLOCKS ☐ DOLLY	
TYPE OF TOW		VEHICLE TOWED TO	
☐ SLING/HOIST TOW ☒ FLAT BED/RAMP ☐ WHEEL LIFT ☐		FIRST TOW Hamm Tice SECOND TOW	
TOWED PER ORDER OF ☐ STATE POLICE ☐ LOCAL POLICE ☒ OWNER ☐ DEALER			
STORAGE FROM #538113		TOWING CHARGE 125.00	
TO _____ DAYS @ \$		MILEAGE CHARGE	
PAID BY		EXTRA PERSON	
☐ CASH ☐ CHECK DRIVERS LIC. NO. _____		SPECIAL EQUIPMENT	
☐ CREDIT CARD ☐ MC ☐ VISA ☐ AMEX EXP. DATE _____		LABOR CHARGE	
CC NO. _____		STORAGE	
OPERATOR'S SIGNATURE DD		DATE 3-1-12	
TRUCK NO. 2		SUB-TOTAL	
AUTHORIZED SIGNATURE [REDACTED]		TAX	
VEHICLE RELEASED [REDACTED]		TOTAL 125.00	

027921

Not responsible for loss or damage to vehicle
in case of fire, theft or any other cause beyond our control.

Thank You
PRODUCT 2525

Free to
503-
2033

Dunna -

2181-202-12/11/12

PROB 35
22/11/12
And LA
PROB
12/15