

 INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) 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 09-MAR-2012 APR 09 2012		Repository ☐ Reference No. 10450852
OWNER INFORMATION (Type or Print)				
Name		Daytime Telephone Number		E-mail Address
Address				
City	State	Zip Code	Evening Telephone Number	
CHARLOTTE	NC			
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
1FMDU73K63U		FORD	EXPLORER	2003
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:
			No: Cylinders	
Original Owner	Dealer's City	State	Zip Code	
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)
	☐ Cruise Control			01-JUN-2006
FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Codes: 162000 STRUCTURE: BODY, 130000 VISIBILITY			Failure Mileage	Failure Speed
			70000	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. THE VEHICLE WAS INCLUDED IN THE RECALL ASSOCIATED WITH NHTSA CAMPAIGN ID NUMBER: 04V442000 (STRUCTURE: BODY: HATCHBACK/LIFT GATE: HINGE AND ATTACHMENTS) AND WAS REPAIRED. AFTER THE REPAIR, THE CONTACT NOTICED A FRACTURE IN THE PANEL UNDER THE REAR LIFTGATE WINDOW. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 70,000.				
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 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.				

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

Charlotte, NC

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



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



BUSINESS REPLY MAIL

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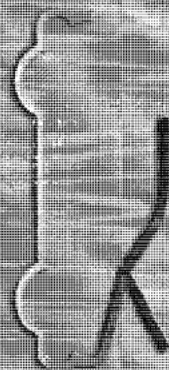
WASHINGTON, DC

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 Checklist (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration

March 27, 2012

U.S Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE.
Washington, D.C. 20077-9382

To whom it may concern,

My name is [REDACTED], owner of the 2003 Ford Explorer XLT. I have contacted Ford's customer service # 800-392-3673, over the years. Recently I was given a Case # 349060272. Ford has yet to correct this problem.

Thanks for your assistance
[REDACTED]

TOWN & COUNTRY FORD

Workfile ID:

b4627078

5401 E INDEPENDENCE BLVD, CHARLOTTE, NC
28212

Phone: (704) 532-3357

FAX: (704) 568-1103

Preliminary Estimate**Customer:** [REDACTED]

Written By: Sherri Webb

Insured: [REDACTED]**Policy #:****Claim #:****Type of Loss:****Date of Loss:****Days to Repair:** 0**Point of Impact:** 06 Rear**Owner:**
[REDACTED]**Inspection Location:****Insurance Company:**TOWN & COUNTRY FORD
5401 E INDEPENDENCE BLVD
CHARLOTTE, NC 28212
Repair Facility
(704) 532-3357 Business**VEHICLE**

Year: 2003	Body Style: 4D UTV	VIN:	Mileage In:
Make: FORD	Engine: 6-4.0L-FI	License:	Mileage Out:
Model: EXPLORER 4X2 XLT	Production Date:	State:	Vehicle Out:
Color: black Int:	Condition:	Job #:	

4 Wheel Disc Brakes	Clear Coat Paint	Luggage/Roof Rack	Power Windows
Air Conditioning	Console/Storage	Overdrive	Privacy Glass
Aluminum/Alloy Wheels	Cruise Control	Overhead Console	Rear Defogger
AM Radio	Driver Air Bag	Passenger Air Bag	Rear Window Wiper
Anti-Lock Brakes (4)	Dual Mirrors	Power Brakes	Search/Seek
Automatic Transmission	FM Radio	Power Driver Seat	Stereo
Bucket Seats	Fog Lamps	Power Locks	Tilt Wheel
Cassette	Intermittent Wipers	Power Mirrors	
CD Player	Keyless Entry	Power Steering	

Preliminary Estimate

Customer: [REDACTED]

Vehicle: 2003 FORD EXPLORER 4X2 XLT 4D UTV 6-4.0L-FI black

Line	Operation	Description	Qty	Extended Price \$	Labor	Paint
1		LIFT GATE				
2	Repl	Applique	1	154.73	2.0	1.2
3		Add for Clear Coat				0.5
4 #	Rpr	remove adhesive			0.5	
5 #	Repl	adhesive kit	2	96.00		
SUBTOTALS				250.73	2.5	1.7

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			250.73
Body Labor	2.5 hrs @	\$ 42.00 /hr	105.00
Paint Labor	1.7 hrs @	\$ 42.00 /hr	71.40
Paint Supplies	1.7 hrs @	\$ 28.00 /hr	47.60
Subtotal			474.73
Sales Tax	\$ 250.73 @	7.2500 %	18.18
Grand Total			492.91
Deductible			0.00
CUSTOMER PAY			0.00
INSURANCE PAY			492.91

THIS ESTIMATE WAS PREPARED BASED ON OUR OPINION OF THE DAMAGE WE COULD DETERMINE FROM OUR INSPECTION.THIS DOES NOT INCLUDE ANY DAMAGE THAT MAY BE FOUND AFTER DISASSEMBLY OR MECHANICAL DAMAGE THAT MAY BE UNFORSEEN.PARTS PRICES SUBJECT TO CHANGE WITHOUT NOTICE.THIS ESTIMATE IS FOR IMMEDIATE ACCEPTANCE.

Preliminary Estimate

Customer: [REDACTED]

Vehicle: 2003 FORD EXPLORER 4X2 XLT 4D UTV 6-4.0L-FI black

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR2MF02, CCC Data Date 2/15/2012, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2010 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.