

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)				FOR AGENCY USE ONLY 100148	
 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		Date Received 08-MAY-2012 AUG 08 2012	
OWNER INFORMATION (Type or Print)				Repository ☐	
Name [REDACTED]				Reference No. 10457784	
Address [REDACTED]				Daytime Telephone Number [REDACTED]	
City MIDDLETOWN		State NY	Zip Code [REDACTED]	Evening Telephone Number [REDACTED]	
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 1FMZU73K23Z[REDACTED]			Make FORD	Model EXPLORER	Model Year 2003
Date Purchased 9/11/2003	Dealer's Name and Telephone Number Monroe Ford			Engine: No. Cylinders 6 cyl.	Fuel Type: gasoline
Original Owner ☒	Dealer's City Monroe	State NY	Zip Code 10950		
Transmission Type Automatic	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure: N/A	Incident Date(s) 01-JAN-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 162000 STRUCTURE: BODY, 130000 VISIBILITY				Failure Mileage 56543	Failure Speed N/A
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make N/A	Tire Model (Name or Number) N/A		Tire Size (Example P215/65R15) N/A		
DOT No. (Example: DOTM19ABC036) N/A	☐ Original Equipment ☐ Prior Repair	Failure Location: N/A			
Tire Component Code N/A			Tire Failure Type: N/A		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make: N/A	Date Manufactured: N/A	Model No./Name: N/A			
Seat Type: N/A	Installation System: N/A				
Child Seat Component Code: N/A Failed Part: N/A					
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: N/A	Number of Deaths N/A	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 CONTACT STATED THAT THE REAR LIFT GATE PANEL WAS CRACKED DUE TO DEFECTIVE MATERIAL. THE DEALER DENIED ASSISTANCE WITH THE REPAIR BECAUSE THE WARRANTY EXPIRED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 56,543 AND THE CURRENT MILEAGE WAS 60,000.					
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 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.					