



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

MAR - 5 2013
24-JAN-2013

Repository ☐

Reference No.
10494621

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City STARKVILLE State MS Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

[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
1FMZU93W03U [REDACTED] Make FORD Model EXPLORER Model Year 2003
Date Purchased 3-9-06 Dealer's Name and Telephone Number Carmax of Memphis TN Engine: No: Cylinders Fuel Type: unleaded
Original Owner ☐ Dealer's City Memphis State TN Zip Code 38133
Transmission Type Automatic ☒ Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 25-DEC-2012
☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: ENGINE (PWS), 138000 VISIBILITY: DEFROSTER/DEFOGGER SYSTEM Failure Mileage 110000 Failure Speed 40

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 ☐ Yes ☒ No Fire ☐ Yes ☒ No Number of Persons Injured 0 Number of Deaths 0 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 WHILE DRIVING APPROXIMATELY 40 MPH, THE CONTACT HEARD A CLICKING NOISE COMING FROM THE A/C HEATER BLEND DOOR ACTUATOR. IN ADDITION, THE A/C FAILED TO OPERATE. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSTIC TESTING. THE TECHNICIAN ADVISED THAT THE BLEND DOOR ACTUATOR NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND ADVISED THE CONTACT THAT THE VEHICLE WAS NOT INCLUDED IN ANY RECALLS. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE AND THE CURRENT MILEAGE WAS 110,000. THE VIN WAS NOT AVAILABLE.

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.



STARKVILLE

P. O. Box 1527 • Starkville, MS 39760
Phone 662-323-1900 - Fax 662-323-3836
www.starkvillefordsales.com



LINCOLN
AMERICAN LUXURY

R/O 49378		VIN 1 FMZU73W03 U		[REDACTED]		DATE IN 01/24/13	
YEAR 2003	MAKE FORD	MODEL EXPLORER	COLOR SILVER	[REDACTED]		TIME IN 13:06	
MILES IN 112197	MILES OUT 112197	FIRST USE 00/00/00	LOC. [REDACTED]	STARKVILLE MS		CLOSED 15:25 01/25/13	
SEE ALSO				H: [REDACTED]		WRITER 9668 EVAN	

(1) C/S HVAC CLICKS WHEN ADJUSTING FROM COLD TO HOT AND FROM LOW TO HIGH
PERFORM HVAC SYSTEM DIAG REPLACE LEFT TEMP BL END DOOR ACTUATOR

(11-9052 WINFORD-000218488) A

Labor	T11	714.00
1L2Z19B616CA (MOTOR ASY)	1	81.69
Total Labor		714.00
Total Parts		81.69
Total Repair (Customer)		795.69

Charge: (49378) 862.09

Next Service Luba-Oil-Filter		W/C	INT.	CUSTOMER
DISCLAIMER OF WARRANTIES Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties other expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither states nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law. X CUSTOMER SIGNATURE			.00 Labor	714.00
			.00 Parts	81.69
			.00 Sublet	.00
			.00 Waste Dispos	10.00
			.00 Oil/Grease	.00
			.00 Sub Total	805.69
			.00 Tax	56.40
			.00 Total (Chrg)	862.09
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49378 Customer Copy				