

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA) 5 U.S.C. 552 (B)(6)

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration
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

03-JUL-2014

Repository ☐Reference No.
10607977

OWNER INFORMATION (Type or Print)

Name

Address

City

KANSAS CITY

State MO

Zip Code

Daytime Telephone Number

E-mail Address

NOEMAIL@UNK.GOV

Evening Telephone Number

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

1FMZU73E72Z

Make

FORD

Model

EXPLORER

Model Year

2002

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

16-DEC-2013

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING

Failure Mileage
130000

Failure Speed

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

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 2002 FORD EXPLORER. THE CONTACT WAS ATTEMPTING TO EXIT THE DRIVEWAY WHEN THE STEERING WHEEL FRACTURED. THE DEALER REPLACED THE STEERING WHEEL. THE MANUFACTURER WAS NOTIFIED. THE FAILURE MILEAGE WAS 130,000.

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.

[REDACTED]
[REDACTED]
KANSAS CITY MO [REDACTED]

AUG 20 2014

I am [REDACTED] who
drives a 2002 Explorer and,
One day I was going down
my driveway and the steering
wheel came off in my hand.
I immediately threw it
in park and took the keys
out I had my grandkids
in the car with me and
I don't know what
kind of damage it did
to them, Because they know
a steering wheel is not
suppose to come out in
your hand. I called
a tow truck and I
had my truck pick up
and paid for it out
of my own pocket I'm
hoping that you all will
correct this problem & I
Pray that it didn't do any
damage to my grandkids

that they can't drive.

Please make it a
priority on how you
handle this situation.

Thanking You in Advance

KC MO

cell

CUSTOMER #: 121737

367239

**DICK SMITH
FORD**9505 E. 350 Highway
Raytown, Missouri 64133
816-353-1495
www.dicksmithford.com

INVOICE

PAGE 1

KANSAS CITY, MO

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 130 CHAD G BAYERS

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
GREEN	02	FORD EXPLORER		1FMZU73E72Z			142049/142049		T1331
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN02 DD			17:00 13DEC13			97.95	VISA	17DEC13	
R.O. OPENED		READY		OPTIONS: DLR:05240 ENG:4.0 Liter EFI-SOHC					

07:32 13DEC13 15:26 17DEC13

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A INSPECT FOR THE GEAR SHIFTER HAS CAME APART INSPECT AND REPORT

M INSPECTED AND INSTALLED USED STEERING COLUMN AS

PER CUSTOMER REQUEST

181 C

391.80 391.80

1 5L2Z*7210*AA LEVER - TRANSMISSION GEAR SHIF

83.58 83.58 83.58

1 1L2Z*15607*AA TRANSCEIVER

26.01 26.01 26.01

1 1L2Z*3513*AA SEAL

34.72 34.72 34.72

1 1L2Z*7G357*BA PIN

10.72 10.72 10.72

1 20136039/MIDWAY STEERING COLUMN

200.00 142.50 142.50

PARTS

297.53 LABOR: 391.80 OTHER: 0.00

TOTAL LINE A: 689.33

1.2049 VERIFIED CONCERN. FOUND SHIFTER TO BE BROKEN OFF AT BALL AND

RAMP ON COLUMN. WILL NEED TO REPLACE THE COLUMN TO FIX CONCERN.

REPLACED COLUMN AND SWAPPED PARTS FROM OLD COLUMN TO NEW. INSTALLED AND

VERIFIED ALL PARTS OPERATING CORRECTLY.

B TOW IN

NWD NO WORK DONE

199 C

0.00 0.00

PARTS:

0.00 LABOR: 0.00 OTHER: 0.00

TOTAL LINE B: 0.00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

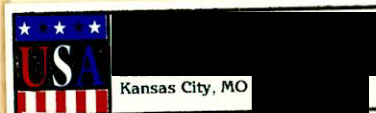
STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	391.80
PARTS AMOUNT	297.53
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	30.00
TOTAL CHARGES	719.33
LESS DISCOUNT	0.00
SALES TAX	26.94
PLEASE PAY THIS AMOUNT	746.27

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE



U.S. POSTAGE
PAID
KANSAS CITY, MO
64130
AUG 11, 14
AMOUNT

\$1.19

00077914-04

US DEPARTMENT OF Transportation
National Highway Traffic Safety
Administration.

1200 NEW JERSEY AVENUE S.E.

Washington D.C. 20590-0001

center tab fold

