


MAY 29 2015

 <p>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</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>Date Received 102 APR 2015 11A1 6 3 2015</p>	<p>Repository <input type="checkbox"/> Reference No. 10703389</p>
<p>OWNER INFORMATION (Type or Print)</p>			
<p>Name [REDACTED]</p>		<p>Daytime Telephone Number [REDACTED]</p>	
<p>Address [REDACTED]</p>		<p>E-mail Address</p>	
<p>City ROSEMONT</p>	<p>State MN</p>	<p>Zip Code [REDACTED]</p>	
<p>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).</p>			
<p>VEHICLE INFORMATION</p>			
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FMHK7D90CG [REDACTED]</p>		<p>Make FORD</p>	<p>Model EXPLORER</p>
<p>Model Year 2012</p>		<p>Engine: No: Cylinders 2.0L I4</p>	<p>Fuel Type: GAS</p>
<p>Date Purchased 10/31/2011</p>	<p>Dealer's Name and Telephone Number APRIL VALLEY FORD 952-431-5900</p>		<p>Original Owner <input type="checkbox"/></p>
<p>Dealer's City</p>		<p>State</p>	<p>Zip Code</p>
<p>Transmission Type 6-SPEED TRANS</p>	<p><input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure: Incident Date(s) 11-APR-2012</p>
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>			
<p>Vehicle Component Codes: VISIBILITY/WIPER (PWS), 138120 VISIBILITY: DEFROSTER/DEFOGGER SYSTEM: WINDSHIELD: HEATER CORE</p>		<p>BACK HOME 167 FORD TSB Failure Mileage 26</p>	<p>Failure Speed</p>
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>			
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>	<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>	<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>	
<p>Tire Component Code</p>		<p>Tire Failure Type:</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>			
<p>Make:</p>	<p>Date Manufactured:</p>	<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>	
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>	
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)</p>			
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured 0</p>	<p>Number of Deaths 0</p>
		<p>Reported to Police N</p>	
<p>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).</p>			
<p>TL* THE CONTACT OWNS A 2012 FORD EXPLORER. THE CONTACT STATED THAT THE HEATER FAILED TO BLOW HOT AIR WHICH PREVENTED THE WINDOWS FROM DEFROSTING. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 25,167</p>			
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>		<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>	
<p>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.</p>			

WARRANTY HISTORY

Detailed Vehicle Specification

VIN	1FMHK7D90CG [REDACTED]	
Vehicle Line	T/UB	Market Derived Code F
Body Cab	T/WD	Ver. Series T/EF
Drive Type	T/A	
PLT CD	AD	TRS CD T/W6 ENG CD T/R9
Production Date	09-AUG-11	Warranty Start Date 31-OCT-11
Selling Dealer	158020	Selling Country USA

AWS Claim Key	Trx Code	Time In Service	Labor Hours	Dealership	DIST (Miles)	Repair Date	Prefix	Base	Suffix	Doc
Details 98315	1	0	.8	APPLE FORD LINCOLN APPLE VALLEY	8	28-OCT-11	BB5Z	10346	A	04174402
Customer Comments	HAVING TO JUMP START VEHICLE DIAG COMPLETE CHARGING SYSTEM SOLD UNIT									
Tech Comments	BASE: 10346 CC:42 VERIFIED CONCERN PERFORMED CHARGING SYSTEM TEST. FOUND ALT. TO BE CHARGING AT 40 AMPS. LOADED SYSTEM FOUND ALT. TO BE BAD. REPLACED ALT. AND RE TESTED. FOUND ALL TO BE OK AT THIS TIME									
Details 108579	1	1	1.2	APPLE FORD LINCOLN APPLE VALLEY	91	01-NOV-11	*	19A548	*	04277802
Customer Comments	CUSTOMER STATES THE COMPASS IS ALWAYS READING SW AND YOU CAN NOT CHANGE THE YEAR OUT OF 1902 CODE:A07									
Tech Comments	CC 42 BASIC PART MY TOUCH. EEC TESTED, NO CODES. I CONTACTED HOTLINE, PERFORMED TOTAL SYSTEM RESET, RETESTED, ROADTESTED, COMPASS IS STILL NOT READING CORRECTLY. CHECKED NETWORK SYSTEM, PASSING GPSM. DISCONNECTED BATTERY FOR 10MIN. RETESTED, COMPASS IS NOW READING PROPERLY.									
Details 734293	11A02	6	0	FORD MOTOR COMPANY	1	10-APR-12	*	*	*	01209201
Customer Comments										
Tech Comments										
Details 1340753	12B36	8	.4	APPLE FORD LINCOLN APPLE VALLEY	10510	11-JUN-12	*	*	*	11139304
Customer Comments	RECALL 12B36									
Tech Comments	12B36 TEST COOLER FAN AND REPROGRAM TEST COOLER FAN AND REPROGRAMMED PCM TCM PER RECALL									
Details 1340754	1	8	.6	APPLE FORD LINCOLN APPLE VALLEY	10510	11-JUN-12	BB5Z	7831010	AA	11139302
Customer Comments	CUSTOMER STATES HEADLINER IS LOOSE AT REAR DOOR AREA. PASSAN GER SIDE PILLAR.									
Tech Comments	D PILLAR TRIM WARPED 34 7831011 INSPECT PASS SIDE D PILLAR TRIM AND FOUND THAT IT IS WARPED. NEED TO REPLACE D PILLAR TRIM TO REPAIR. ORDERED WRONG PART, REORDERED CORRECT PART INSTALLED NEW PART AND FOUND GAP FOR HEADLINER GONE.									
Details 3602024	12A04	16	.3	APPLE FORD LINCOLN APPLE VALLEY	17309	07-FEB-13	*	*	*	19215002
Customer Comments	PERFORM RECALL 12A04									
Tech Comments	PERFORMED RECALL									
Details 5594006	E83	23	.3	APPLE FORD LINCOLN	21969	05-SEP-13	*	14D212	*	60235802
Customer Comments										
Tech Comments										

AWS Claim Key	Trx Code	Time In Service	Labor Hours	Dealership	DIST (Miles)	Repair Date	Prefix	Base	Suffix	Doc
Customer Comments CUSTOMER STATES SYNC SYSTEM IS HAVING A HARD TIME LOADING AND IS VERY SLOW										
Tech Comments 04, 14D212 VERIFIED CONCERN, RAN OASIS FOUND TSB 13-8-2 INSTALLED NEWEST MYTOUCH SOFTWARE, RETESTED VERIFIED WORKING PROPERLY NOW										
Details	7018735 S07	28	1	APPLE FORD LINCOLN APPLE VALLEY	24310	06-FEB-14	AG9Z	8575	B	42092202
Customer Comments CUSTOEMR STATES THAT TEMP GUAGE WONT GO ABOVE 1/4 PAST C AND STATES THAT HEAT PRODUCTION IS ALSO POOR AT IDLE CHECK AND ADVISE										
Tech Comments VERIFIED CONCERN, TSTAT STUCK OPEN. REPLACED THERMOSTAT REFILLED COOLANT AND BLEAD COOLING SYSTEM RECHECK OPERATION IS NOW NORMAL										
Details	8799779 E83	34	1.5	APPLE FORD LINCOLN APPLE VALLEY	27365	06-AUG-14	*	14D212	*	25064901
Customer Comments CUSTOEMR STATES THAT WHEN AMBIENT TEMP IS COOLER HEAT PRODUCTION IS VERY POOR AND NOTICES WHEN COMING TO A STOP WITH SAME AMBIENT TEMP CONDITIONS HEAT PRODUCTION IS POOR										
Tech Comments 42:14D212 CONFIRMED CONCERN, INSPECT COOLING SYSTEM FOR LEAKS, ALL OK MONITOR ECT, FOUND ALL WITHIN SPEC, TEST HVAC MODULE, NO CODES, PID MONITOR BLEND DOOR MOTORS, ALL OKAY, PERFORMED MASTER RESET, FOUND ALL FUNCTIONING OKAY, RAN APIM DIAG, PERFORMED HARDWARE TEST, FAILED TEST, CODE ZPZ31, REMOVED AND REPLACED APIM, REPROGRAMMED, RETEST, ALL OKAY										
Details	8827722 TAP1	34	0	APPLE FORD LINCOLN APPLE VALLEY	27365	06-AUG-14	*	TAP1	*	25064903
Customer Comments SUPPLY RENTAL VEHICLE TO CUSTOMER										
Tech Comments RENTAL ASSISTSANCE										
Details	8732623 E83	34	0	FORD COMPONENT SALES, LLC	27365	15-AUG-14	EA5T	14D212	BA	76329500
Customer Comments										
Tech Comments Dealer RO# [REDACTED]										