


*Corrected Copy*

 DOT Auto Safety Hotline U.S. Department of Transportation National 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 24-APR-2015		Repository <input type="checkbox"/> Reference No. 10712684			
Daytime Telephone Number [Redacted]		E-mail Address			
Evening Telephone Number					
OWNER INFORMATION (Type or Print)					
Name [Redacted]		State IN		Zip Code [Redacted]	
Address [Redacted]					
City (INDIANAPOLIS) Greensburg					
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 1FMZU74W64[Redacted]		Make FORD	Model EXPLORER	Model Year 2004	
Date Purchased 3/7/2007	Dealer's Name and Telephone Number Scripture Motors		Engine: No: Cylinders 8	Fuel Type: GAS	
Original Owner <input type="checkbox"/>	Dealer's City Greensburg	State IN	Zip Code 47220		
Transmission Type A/T	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain 4.6L V-8	Multiple Failure:	Incident Date(s) 15-FEB-2015	
<input checked="" type="checkbox"/> Cruise Control					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: ENGINE (PWS)			Failure Mileage 159,575	Failure Speed 55	
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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2004 FORD EXPLORER. WHILE DRIVING AT APPROXIMATELY 55 MPH, THE SERVICE ENGINE SOON WARNING INDICATOR ILLUMINATED AND THE ENGINE STALLED. THE VEHICLE RESTARTED AND STARTED BLOWING FUEL FUMES INTO THE DRIVER'S CABIN. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE SPARK PLUG BLEW OUT OF THE CYLINDER AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED BUT THE FAILURE RECURRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 159,000. 159,575 miles D & A Automotive N. Lyndhurst DR 317-247-5553 Andy. \$300.00 Towing \$150.00 Parts Auto Zone \$150.00					
Attach to this report: Police/Fire Department Report, Photos, and Repair Invoice.				ATTACH ADDITIONAL SHEETS IF NECESSARY	
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. There is no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer is responsible for a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, if it is relevant and material to the agency's action, may be used in support of the agency's action.					

III 15 2015



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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100148

Date Received	Repository <input type="checkbox"/>
24-APR-2015	Reference No. 10712684
JUL 15 2015	

**OWNER INFORMATION (Type or Print)**

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City (INDIANAPOLIS) Greensburg	State IN	Zip Code

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 1FMZU74W64L	Make FORD	Model EXPLORER	Model Year 2004
Date Purchased	Dealer's Name and Telephone Number Scripture Motors	Engine: No: Cylinders 8	Fuel Type: GAS
Original Owner <input type="checkbox"/>	Dealer's City Greensburg	State IN	Zip Code 47220
Transmission Type A/T	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain 4.6L V-8	Multiple Failure: Incident Date(s) 15-FEB-2015

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: ENGINE (PWS)	Failure Mileage 159,575 <del>100,000</del>	Failure Speed 55
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**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: DOTMALSABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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(es).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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**Narrative Description of Incident(s), Crash(es), and Injury(es).**  
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 2004 FORD EXPLORER. WHILE DRIVING AT APPROXIMATELY 55 MPH, THE SERVICE ENGINE SOON WARNING INDICATOR ILLUMINATED AND THE ENGINE STALLED. THE VEHICLE RESTARTED AND STARTED BLOWING FUEL FUMES INTO THE DRIVER'S CABIN. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE SPARK PLUG BLEW OUT OF THE CYLINDER AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED BUT THE FAILURE RECURRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE APPROXIMATE 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.

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

Engine failure due to manufacture performing cost cutting procedures by reducing the spark plug hob threads from the original five threads down to three threads.

FordCo notified Kelley Case # [REDACTED]

This vehicle is considered a ~~car~~ TRUCK.  
Date of notification was 5/14/2015.

[REDACTED] is the father-in-law and also a mechanic.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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**  
FIRST-CLASS MAIL PERMIT NO. 1888 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](http://www.safercar.gov)

or call:  
Vehicle Safety Hotline  
888-327-4236



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

*Scripture  
Auto*

**Greensburg, Indiana**



**1615 N. Li  
Greensburg,  
(812) 663**



**2004 FORD EXPLORER - EDDIE BAUER - 4**



<b>Price</b>	<b>\$18,275</b>
<b>Mileage</b>	<b>35,669</b>
<b>Exterior Color</b>	<b>Blue</b>

<b>Interior Color</b>	<b>Tan/Black</b>
<b>Doors</b>	<b>4 Door</b>
<b>Engine</b>	<b>4.6L 239hp V8</b>
<b>Transmission</b>	<b>5 Speed Automatic w/Electronic Overdrive</b>
<b>Drive Type</b>	<b>4 Wheel Drive</b>
<b>Stock Number</b>	
<b>VIN Number</b>	<b>1FMZU74W64U</b>

Air Conditioning	Power Windows
Power Locks	Power Mirrors
Power Steering	Driver/Passenger Airbags
Power Memory Seats	17" Aluminum Wheels
Leather Seats	Rear Window Defroster
Anti-Lock Brakes	Steering Cruise Control
Tilt Wheel Steering	Tinted Glass
AM/FM 6 Disc CD Player	Keypad Driver Entry
Steering Radio Controls	Heavy Duty Radiator
Leather Steering Wheel	Assist Handles
Battery Saver	Illuminated Entry System
Auto-On Headlights	Rear Reading Lights
Approach/Courtesy Lights	Heated Outside Mirrors
Power Sunroof	Sunroof Cover
Driver Message Center	Third Row Seat
Step Bumper	Frame Mtd Hitch Platform
Front Bucket Seats	Towing Package
Running Boards	Body Side Molding
Digital Clock	Trip Odometer
Interval Wipers	Carpeting
Dual Illum Vanity Mirrors	Center Arm Rest
Map Lights	Inside Hood Release
Cup Holders	Tachometer
Front Fog Lights	Luggage Rack
Child Safety Locks	White Letter Tires
Interior Wood Appliques	12v Outlets
Adjustable Headrests	Rear Wiper
Child Safety Seat Anchors	Automatic Day/Night Mirror
Homelink Transmitter	Retained Accessory Power
Rear Seat Ventilation Ducts	Map Pockets
Rear Seat Shoulder Restraints	
Power 4 Wheel Disc Brakes w/4 Wheel ABS	

If the vehicle you are looking for is not in our current stock, please contact us as we would be happy and able to locate that special vehicle you are after.

Email us at [REDACTED]

Additional Inventory Arriving Daily.... Call For The Latest Updates 812-663-4443

**[BACK TO PRE-OWNED SUV PAGE](#)**

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U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

NVS-216rr

Dear Consumer:

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure: VOQ

INDPLS, IN

INDPLS, IN

W40-304

TO: U.S. Dept of TRANSPORTATION  
N.H.T.S.A.  
1200 New JERSEY AVE S.E.  
Washington D.C. 20590