


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation  National Highway Traffic Safety Administration	INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) <b>Vehicle Owner's Questionnaire</b> 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 15-JUL-2015 <b>SEP 22 2015</b>	Repository <input type="checkbox"/>  Reference No. 10734380
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OWNER INFORMATION (Type or Print)			
Name	<div style="background-color: black; width: 100%; height: 1em;"></div>	Daytime Telephone Number	E-mail Address
Address	<div style="background-color: black; width: 100%; height: 1em;"></div>	<div style="background-color: black; width: 100%; height: 1em;"></div>	
City	State	Zip Code	
CINCINNATI	OH	<div style="background-color: black; width: 100%; height: 1em;"></div>	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 1FMHK7D97CG <div style="background-color: black; width: 100%; height: 1em;"></div>	Make FORD	Model EXPLORER	Model Year 2012
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:  Incident Date(s) 14-JUL-2015

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Component Code: 162000 STRUCTURE: BODY	Failure Mileage 90000	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)	<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			
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)</i>			
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 2012 FORD EXPLORER. WHEN IT RAINED, WATER ENTERED THE VEHICLE FROM THE THIRD ROW PASSENGER SIDE SEAT BELT. THE CONTACT STATED THAT THE INTERIOR WALLS AND THE FLOOR OF THE VEHICLE BECAME WET. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 90,000.

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)**

Exactly as described on front page. I had to pay \$170.00 out of pocket for repairs and I am seeking reimbursement in a form of a check for repairs. After researching this issue, there are thousands of reports of the same issue in 2012 models through 2016 models as owners are frustrated w/ the poor seal on the hatch of the trunk. This should be a cost paid by Ford. They are completely aware of the issue, just fail to take ownership. My explorer has numerous recalls and I regret purchasing a vehicle from Ford.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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

CINCINNATI  
OH 452  
26 AUG '15  
PM 6 L



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**



**safercar.gov**

**Think your vehicle has a safety defect?**



**If so:**

**Use the enclosed form to file a report.**

**or visit:**

**www.safercar.gov**

**or call:**

**Vehicle Safety Hotline**

**888-327-4236**



www.nhtsa.gov

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

"Easy to Find, Easy to Deal With"



Customer Number: [REDACTED]

Invoice No: [REDACTED]

\*INVOICE\*

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600 OHIO PIKE (I-275 & BEECHMONT)  
CINCINNATI, OHIO 45245

513-752-6611 · www.beechmontford.com

CINCINNATI, OH [REDACTED]

Home: [REDACTED] Bus:

Cell:

Email:

SERVICE ADVISOR: 1260 TIM KING

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	12	FORD EXPLORER	1FMHK7D97CG [REDACTED]		92804 / 92804	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	STOCK NO.	RATE	PAYMENT	INV. DATE
30AUG11			17:00 30JUL15			CASH	30JUL15
R.O. OPENED	READY	OPTIONS: DLR: [REDACTED] NG:2.0_Liter_GTDI					
10:37 30JUL15	13:16 30JUL15						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A THERE IS A WATER LEAKING THROUGH THE THIRD ROW SEAT BELT.  
MISC MISCELLANEOUS CONCERNS

9999	CP					0.00	0.00
SUBL	WATER DOCTOR	PO# [REDACTED]				160.00	160.00
PARTS:	0.00	LABOR:	0.00	OTHER:	160.00	TOTAL LINE A:	160.00

B Certain 2011 - 2013 Model Year Explorer and Police Interceptor  
Utility Vehicles - Interior Door Handle Inspection and Repair  
CC CUSTOMER CONCERN

1012	CP					0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

C PERFORM OPEN RECALL- 15N01  
CC CUSTOMER CONCERN

1012	CP					0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

D KEN GANLEY NISSAN (JEFF) IS PAYING FOR THIS WATER LEAK REPAIR  
1-877-300-9033

9999	CP					0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

**PAID**  
JUL 30 2015  
By: [Signature]

ANY FORD GENUINE OR MOTORCRAFT PARTS  
INSTALLED UNDER RETAIL SALE HAVE A 2 YR/  
UNLIMITED MILEAGE WARRANTY FROM DATE OF  
PURCHASE, PARTS AND LABOR INCLUDED  
SEE ADVISOR FOR DETAILS, SOME EXCLUSIONS  
FOR REBATES GO TO WWW.FORDOWNER.COM  
WE APPRECIATE YOUR BUSINESS, THANK YOU!

You may receive a Service Experience Survey from Ford Motor Company, we would sincerely appreciate it if you would return the survey "Completely Satisfied" and that you "Definitely Would" recommend Beechmont Ford Service.

Thank You,  
Jeff Fithen, General Manager  
513-752-6611 Ext 319  
jfithen@lormargroup.com

**Disclaimer of Warranties**  
Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties either express or implied, including any implied warranties of merchantability or fitness for a particular purpose (regarding any products or services provided, unless otherwise indicated on the service repair order). This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or services. This disclaimer by the dealership in no way affects the terms or performances of the manufacturer's warranty.

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 0.00
PARTS AMOUNT	\$ 0.00
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 160.00
MISC. CHARGES	\$ 0.00
TOTAL CHARGES	\$ 160.00
LESS INSURANCE	\$ 0.00
SALES TAX	\$ 10.80
<b>PLEASE PAY THIS AMOUNT</b>	<b>\$ 170.80</b>

Customer Copy