

 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 JAN 13 2016 02-NOV-2015	Repository ☐ Reference No. 10787789
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	
Address [REDACTED]		Evening Telephone Number [REDACTED]	
City POTEAU	State OK	Zip Code [REDACTED]	
<i>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).</i>			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FMZU62E52U [REDACTED]		Make FORD	Model EXPLORER
Date Purchased 7-15-15	Dealer's Name and Telephone Number Auto Access 479 249 7892		Model Year 2002
Original Owner ☐	Dealer's City Poteau	State OK	Fuel Type: GAS
Transmission Type AUTO	☒ Antilock Brakes ☒ Cruise Control	Powertrain Multiple Failure:	Engine: No: Cylinders 8 Incident Date(s) 31-OCT-2015
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: VISIBILITY/WIPER (PWS), 162610 STRUCTURE: BODY: HATCHBACK/LIFTGATE: HINGE AND ATTACHMENTS		Failure Mileage 111043	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			
<i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>			
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths
		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. UPON OPENING AND CLOSING THE REAR HATCH, THE ROD ON THE DRIVER SIDE FRACTURED WHICH CAUSED THE GLASS TO SHATTER. THE VEHICLE WAS PARKED AT THE CONTACT'S RESIDENCE. THE VEHICLE WAS NOT DIAGNOSED. THE VIN WAS NOT AVAILABLE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 111,043.			
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.			

SERVICE INVOICE



MIKE BROWN
Auto Group
GRANBURY, TEXAS

4950 E. Hwy. 377
Granbury, TX 76049
(817) 279-5900
(866) 562-7500



CUSTOMER NAME AND ADDRESS	
POTEAU, OK	
EML:	

JOB #	MILEAGE IN	MILEAGE OUT	CUST #	HOME TELEPHONE	PHONE WHEN READY	DELIVERY DATE	ADVISOR	R.O. NUMBER	
	111056		CASH			00/00/0000	KIP MOORE		
VEHICLE IDENTIFICATION		STOCK NO.	YR	MAKE & MODEL		LICENSE NO.	CROSS REF R.O. #	R.O. DATE	PAGE
1FMZU62E52U				2002 FORD EXPLORER XLS				11/03/2015	1
SALESMAN	POLICY	DEDUCTIBLE	ORIG INV DATE/TIME	P.O. #		In the event that a dispute arises between Customer and the Company concerning the Agreement or the vehicle referenced herein, the parties hereby expressly agree that such a dispute shall be resolved through arbitration rather than litigation, and the parties acknowledge and agree that arbitration is and will be final and binding upon the parties.			
			11/07/15 1114						

LINE	TECH NAME & ID	DESCRIPTION	QTY	NET AMOUNT
1	LEE BETHUN-29	PERFORM MULTI POINT INSPECTION MPI.		----
		GTIRE/GBK/ R-PAD GOOD NEEDS F-PADS 3MM		
	SK:11 MI	OPER/CODE:GTIRE	DESC:GREEN TIRE	0.0
2	LEE BETHUN-29	04S20 LIFT GATE AND BALLSTUD //GLASS HAS SHATTERED-		----
		SENT TO CLASSIC FOR PAINT		
		REPLACE REAR GLASS ASSEMBLY AND PERFORM RECALL		
		AS PER RECALL		
	SK:04 MW	OPER/CODE:04S20D	DESC:RECALL	1.3
	TY:31 CC:	CD:	CP:	OT: 0.0
	1L2Z-78422A12-AE	WINDOW ASY - BA		1
		SUBL	SUBLET	1
	-N621926-S36	NUT AND WASHER		2
	DIFFERENCE	465571 SWF		1
	1L2Z-784252B-AA	NAME PLATE		1
	DIFFERENCE	565571 SWF		1

 * Your feedback is important to us. You may receive a survey*
 * from Ford Motor Company. Please complete the survey and *
 * let me know if you did not have a great service experience.*
 * Steve Glaze Service Director *
 * Mike Brown Auto Group (817) 279-5926 *

TERMS STRICTLY CASH; UNLESS ARRANGEMENTS MADE
 I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. PAYABLE IN GRANBURY, 8000 CC., TEXAS.
DISCLAIMER OF WARRANTIES - Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

NOTICE PURSUANT TO 70.0001, TEXAS PROPERTY CODE
 I AM THE PERSON OR AN AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH 70.001, TEXAS BUSINESS AND COMMERCE CODE, IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRIVER OR MAKER OF THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.
 Supplies - A token charge equivalent to 5% of the total labor charge is included for supplies used on your vehicle. Maximum charge is \$25.00. Applicable supply items are nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window cleaner, etc.

LABOR AMOUNT	
PARTS AMOUNT	
OTHER TAXABLE	
OTH NON TAXABLE	
MISC. CHARGES	
SALES TAX	
DEDUCTIBLE	

Customer Copy

Signature of Person Responsible
or Agent for Person Responsible

X

TOTAL: .00