



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

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)
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	Repository <input type="checkbox"/>
08-JUL-2016	Reference No. 10883623
OCT - 3 2016	

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: CANTON State: CT Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Evening Telephone Number: [REDACTED]

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 1FMHK8F85CG [REDACTED]	Make FORD	Model EXPLORER	Model Year 2012
Date Purchased 05/12/2012	Dealer's Name and Telephone Number CROWLEY FORD 860-793-8885		Engine: No: Cylinders
Original Owner <input checked="" type="checkbox"/>	Dealer's City PLAINVILLE	State CT	Zip Code 01062
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 01-SEP-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS	Failure Mileage 49743	Failure Speed
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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: 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

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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. WHILE DRIVING VARIOUS SPEEDS, THE AIR BAG WARNING LIGHT ILLUMINATED. THE FAILURE OCCURRED CONSTANTLY. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED, BUT THE CAUSE OF THE FAILURE WAS NOT MADE KNOWN. THE VEHICLE WAS REPAIRED, BUT THE REMEDY FAILED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 49,743.

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 to 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)

Airbag light remains illuminated after car is on, will illuminate randomly while driving. No way to mimic scenario to cause light to come on so service department can assess.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

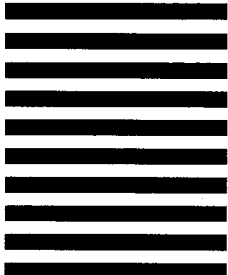
National Highway Traffic Safety Administration

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, NEF-100
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

or call:

Vehicle Safety Hotline

888-327-4236



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



LOMBARD FORD
 RTE 44 * P.O. BOX 709
 WINSTED, CT 06098
 860-379-3301 FAX: 860-379-2473
 WWW.LOMBARDFORD.COM

[REDACTED] CANTON, CT [REDACTED]		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		1FMHK8F85CG [REDACTED]		74863	74865	01/07/16 09:50	02/25/16	[REDACTED]
VEHICLE DESCRIPTION						TAG NO.	STATUS	
2012 FORD EXPLORER (WHITE)							PARTIAL-COMPLETE-V	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
[REDACTED]	[REDACTED]			09/05/14	09/05/14		Cash	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	BETSY KOENIG (268)			3.5L V6 SFI DOHC 24V	

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount																									
A *	99P		A80		Internal																										
Concern C/S PERFORM "WORLD CLASS" MULTI-POINT INSPECTION & REVIEW REPORT UPON COMPLETION Correction mpi																															
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2">Ford Report Card Operations</th> <th>OpCode</th> <th>Hours</th> <th>Tech</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td>99P</td> <td>0.00</td> <td>A80</td> </tr> <tr> <td></td> <td></td> <td>GBATT</td> <td>0.00</td> <td>A80</td> </tr> <tr> <td></td> <td></td> <td>GBK</td> <td>0.00</td> <td>A80</td> </tr> <tr> <td></td> <td></td> <td>GTIRE</td> <td>0.00</td> <td>A80</td> </tr> </tbody> </table>							Ford Report Card Operations		OpCode	Hours	Tech			99P	0.00	A80			GBATT	0.00	A80			GBK	0.00	A80			GTIRE	0.00	A80
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		GBATT	0.00	A80																											
		GBK	0.00	A80																											
		GTIRE	0.00	A80																											
B *	F1000		A80		Internal																										
Concern c/s wipers are still making noise-client has audio recording. climate on, wipers on, will hear sound Correction cant hear noise long enough to pin point																															
C *	F1000		A80		Internal																										
Concern c/s gear shifter was replaced a few months ago, went to use snow mode on dial-no lights on shifter and on dash -client not sure if it works Correction plug in conn																															
D *	MISC		A80		Customer	\$424.00																									
Concern c/s air bag light goes on intermittently Correction ids test dtc b1213 cont. dtc not a hard fault perform pin point test ae1 to ae15 sys passed called hot called hot line told to remove centerconsole and inspect rcm conn. for damaged pins and make conn are locked in there ok called hot line 2nd time told to replace hard shell conn. on pass seat belt pretensioner replace conn reinstall center console recheck ok at this time																															
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Misc Total...				-\$75.53																											
Line Total...				\$379.01																											

[REDACTED]		VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
CANTON CT		1FMHK8F85CG	74863	74865	01/07/16 09:50	02/25/16	[REDACTED]
VEHICLE DESCRIPTION					TAG NO.	STATUS	
2012 FORD EXPLORER (WHITE)						PARTIAL-COMPLETE-V	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[REDACTED]	[REDACTED]			09/05/14	09/05/14		Cash
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT	
[REDACTED]	[REDACTED]			BETSY KOENIG (268)		3.5L V6 SFI DOHC 24V	

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount	
E +	BATT		A80		Customer	\$29.95	
Concern C/S REPLACE BATTERY							
Correction replace batt							
Part Number		Description			Qty.	Unit Price	Ext. Price
BXT 65 650		BATTERY			1	\$119.95	\$119.95
Parts Total...						\$119.95	
Line Total...						\$149.90	

F +	RENTAL		A99		Warranty	
Concern CUSTOMER REQUESTS RENTAL VEHICLE						
Cause # [REDACTED]						
Misc. Code		Description			Qty.	
TAP		RENTAL FORD WARRANTY			1.0	

G +	RENTAL		A99		Warranty	
Concern CUSTOMER REQUESTS RENTAL VEHICLE						
Cause # [REDACTED]						
Misc. Code		Description			Qty.	
TAP		RENTAL FORD WARRANTY			1.0	

H +	RENTAL		A99		Warranty	
Concern CUSTOMER REQUESTS RENTAL VEHICLE						
Cause # [REDACTED]						
Misc. Code		Description			Qty.	
TAP		RENTAL FORD WARRANTY			1.0	

I +	RENTAL		A99		Warranty	
Concern CUSTOMER REQUESTS RENTAL VEHICLE						
Cause # [REDACTED]						
Misc. Code		Description			Qty.	
TAP		RENTAL FORD WARRANTY			1.0	

J +	RENTAL		A99		Warranty	
Concern CUSTOMER REQUESTS RENTAL VEHICLE						
Cause # [REDACTED]						
Misc. Code		Description			Qty.	
TAP		RENTAL FORD WARRANTY			1.0	

Warranty Claim Type: F	Authorization Code:	Service Cont No:
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[REDACTED]		VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
CANTON, CT		1FMHK8F85CG [REDACTED]	74863	74865	01/07/16 09:50	02/25/16	[REDACTED]
VEHICLE DESCRIPTION					TAG NO.	STATUS	
2012 FORD EXPLORER (WHITE)						PARTIAL-COMPLETE-V	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[REDACTED]	[REDACTED]			09/05/14	09/05/14		Cash
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT	
[REDACTED]	[REDACTED]			BETSY KOENIG (268)		3.5L V6 SFI DOHC 24V	

Totals

	Amount
Labor	\$453.95
Parts	\$150.49
SalesTax	\$33.59
Misc.Chg	-\$75.53
TOTAL CASH	\$562.50

.....PAID.....
 DATE 2-25-16
 AMOUNT _____
 TYPE CHECK # [REDACTED]
 REC'D BY [REDACTED] CK Per Diane

THANKS TO YOU - OUR LOYAL CUSTOMERS
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 THE PRESIDENT'S AWARD

 CASH CHARGE CREDIT CARD CHECK

SAVE \$\$\$ GO TO WWW.LOMBARDFORD.COM FOR COUPON SPECIALS!!!

CUSTOMER #:



INVOICE

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Tel: (860) 379-3301

CANTON, CT

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SERVICE HOURS

MONDAY - FRIDAY: 7:30 AM - 6:00 PM
SATURDAY: 8:00 AM - 2:00 PM

HOME:
BUS:

CONT:
CELL:

SERVICE ADVISOR: 268 BETSY KOENIG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	12	FORD EXPLORER	1FMHK8F85CG		49674/49674	T674	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05SEP14 IS			17:00 08SEP14		103.00	CASH	10SEP14
R.O. OPENED		READY	OPTIONS: ENG:3.5 Liter Ti-VCT				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S	AIR BAG LIGHT IS ON CHECK AND ADVISE					

CAUSE: .
 12-5-11 12-5-11
 782 W 1.40 (N/C)
 1 XG*12* GREASE - SPECIAL - ELECTR. CON (N/C)
 49674 120511A 1.40 VERIFIED CONCERN. SCANNED FOR DTCS. RETRIEVED
 CODE B1213. FOUND TSB 12-5-11 PERTAINING TO THIS CODE. PERFORMED
 PROCEDURE OUTLINED IN TSB. MILEAGE IN 49736. MILEAGE OUT 49743.

B C/S PERFORM RECALL 14S06 - ELECTRIC POWER STEERING
 CAUSE: .
 14S06 C/S PERFORM RECALL 14S06 - ELECTRIC POWER
 STEERING (N/C)
 782 W 0.20 (N/C)
 1 XG*12* GREASE - SPECIAL - ELECTR. CON
 49674 14S06C 0.20 CHECKED FOR DTCS. NONE RETRIEVED. REPROGRAMMED
 PSCM TO LATEST CALIBRATION PER RECALL 14S06.

C** C/S PERFORM "WORLD CLASS" MULTI-POINT INSPECTION & REVIEW REPORT
 UPON COMPLETION
 CAUSE: PERFORMED WORLD CLASS MULTI-POINT INSPECTION - REPORT GENERATED
 99P C/S PERFORM "WORLD CLASS" MULTI-POINT
 INSPECTION & REVIEW REPORT UPON COMPLETION (N/C)
 782IMULT 0.00 (N/C)
 GBATT BATTERY IN CONDITION GREEN. PASSES
 INSPECTION. (N/C)
 782IMULT 0.00 (N/C)
 GTIRE TIRES IN CONDITION GREEN. PASS INSPECTION
 782IMULT 0.00 (N/C)
 GBK REFER TO EDGE MPI REPORT FOR INSPECTION
 RESULTS IF INSPECTION WAS PERFORMED (N/C)
 782IMULT 0.00
 49674 PERFORMED MULTI POINT INSPECTION.

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 THE PRESIDENT'S AWARD

 CASH CHARGE CREDIT CARD CHECK

SAVE \$\$\$ GO TO WWW.LOMBARDFORD.COM FOR COUPON SPECIALS !!!

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE

CUSTOMER #:



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CANTON, CT

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SATURDAY: 8:00 AM - 2:00 PM

HOME:
BUS:

CONT:
CELL:

SERVICE ADVISOR: 268 BETSY KOENIG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	12	FORD EXPLORER	1FMHK8F85CG		67246/67246	T589
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
05SEP14 IS			WAIT 09JUL15		0.00	CASH
R.O. OPENED	READY	OPTIONS: ENG:3.5_Liter_Ti-VCT				
10:35 09JUL15	16:01 29JUL15					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A C/S AIR BAG LIGHT IS ON-WENT OFF
 F1000 C/S PERFORM ELECTRICAL SYSTEM REPAIR
 780 C 219.90 219.90
 1 XG*12* GREASE - SPECIAL - ELECTR. CON 16.78 16.78 16.78

67246 1.40 COULD NOT VERIFY CONCERN DID FIND TSB 12-5-11 FOR THE AIR BAG LIGHT INTERMITTENTLY COMING ON. PERFORMED TSB OF REMOVING THE CENTER CONSOLE AND PUTTING ELECTRICAL GREASE ON CONNECTOR 310A AND ALSO PUTTING IT ON CONNECTOR 210 AND 211. RETEST. PASS.

B C/S PERFORM "WORLD CLASS" MULTI-POINT INSPECTION & REVIEW REPORT UPON COMPLETION

CAUSE: PERFORMED WORLD CLASS MULTI-POINT INSPECTION - REPORT GENERATED

99P C/S PERFORM "WORLD CLASS" MULTI-POINT INSPECTION & REVIEW REPORT UPON COMPLETION
 780IMULT (N/C)

GBATT BATTERY IN CONDITION GREEN. PASSES INSPECTION.
 780IMULT (N/C)

GTIRE TIRES IN CONDITION GREEN. PASS INSPECTION
 780IMULT (N/C)

GBK REFER TO EDGE MPI REPORT FOR INSPECTION RESULTS IF INSPECTION WAS PERFORMED
 780IMULT (N/C)

67246 PERFORMED WORLD CLASS INSPECTION

C C/S VEHICLE NOT IN PARK MESSAGE ON DASH

F1000 C/S PERFORM ELECTRICAL SYSTEM REPAIR
 780 C 164.93 164.93

1 CT4Z*7210*KC LEVER - GEAR SHIFT 161.50 161.50 161.50

67246 0.80 PERFORMED TSB 150047A REPLACE THE SELECTOR LEVER ASSEMBLY. RETEST. PASS. OUT 68595

D C/S HAS EXTENDED WARRANTY SIMILIAR TO ZURICH, ADVISED TO BRING PAPERWORK

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 THE PRESIDENT'S AWARD

.....
 CASH CHARGE CREDIT CARD CHECK

SAVE \$\$\$ GO TO WWW.LOMBARDFORD.COM FOR COUPON SPECIALS !!!

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE

CUSTOMER #:



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CANTON, CT

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SERVICE HOURS
MONDAY - FRIDAY: 7:30 AM - 5:00 PM
SATURDAY: 8:00 AM - 2:00 PM

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 268 BETSY KOENIG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	12	FORD EXPLORER	1FMHK8F85CG [REDACTED]		67246/67246	T589	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05SEP14 IS			WAIT 09JUL15		0.00	CASH	29JUL15
R.O. OPENED	READY	OPTIONS: ENG:3.5 Liter Ti-VCT					
10:35 09JUL15	16:01 29JUL15						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	DONE	DONE					

780ISERV (N/C)

E CUSTOMER REQUESTS PROGRAM 15S11

CAUSE: PERFORM PROGRAM 15S11 PER FMC

MISC MISC

780 W (N/C)

1 DG1Z*9922666*AA KIT - HANDLE (N/C)

FC: PART#: COUNT:

CLAIM TYPE:

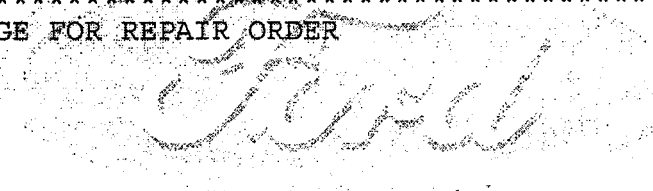
AUTH CODE:

001052

67246 0.20 PERFORMED RECALL 15S11A INSPECT ALL 4 DOOR HANDLES AND FOUND NO REPAIR IS REQUIRED INSTALLED THE CLIPS RETEST. PASS.

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

8.70



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 CASH CHARGE CREDIT CARD CHECK
.....

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DESCRIPTION	TOTALS
LABOR AMOUNT	384.83
PARTS AMOUNT	178.28
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	8.70
TOTAL CHARGES	571.81
LESS INSURANCE	0.00
SALES TAX	36.31
PLEASE PAY THIS AMOUNT	608.12

CUSTOMER SIGNATURE