

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

From: [Wells, T. Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint: ----11012913-----
Date: Tuesday, September 05, 2017 1:50:05 PM
Attachments: [NHTSA_11012913\[25994\].pdf](#)

Sent: Tuesday, September 05, 2017 1:49 PM

Subject: FW: Follow up to ODI Complaint: ----11012913-----

Questionnaire.

From: [REDACTED]
Sent: Friday, September 01, 2017 6:38 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: RE: Follow up to ODI Complaint: ----11012913-----

I emailed this with corrections a while back but I got another email from you with the original document attached. I have attached the corrected version.

[REDACTED]
[REDACTED]
Tustin, CA [REDACTED]
[REDACTED]

Sent from [Mail](#) for Windows 10

From: [EVOQ \(NHTSA\)](#)
Sent: Thursday, August 31, 2017 5:36 AM
To: [REDACTED]
Subject: FW: Follow up to ODI Complaint: ----11012913-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation



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

FOR AGENCY USE ONLY 100148

Date Received

04-AUG-2017

Repository

Reference No.
11012913

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City TUSTIN

State CA

Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

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

1FM5K7D87HC [REDACTED]

Make

FORD

Model

EXPLORER

Model Year

2017

Date Purchased
09/20/2016

Dealer's Name and Telephone Number
Tuttle Click 949-472-5327

Engine:
No: Cylinders

3.5L V6

Fuel Type:

Gas

Original Owner

Dealer's City
Irvine

State
CA

Zip Code
92618

Transmission Type

Automatic

Powertrain

Multiple Failure:

Incident Date(s)

15-JUN-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 063000 ENGINE AND ENGINE COOLING: EXHAUST SYSTEM, 980000 UNKNOWN OR OTHER

Failure Mileage
18000-
16,000

Failure Speed
70 mph

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

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

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 2017 FORD EXPLORER. THE CONTACT STATED THAT THE CARBON MONOXIDE BOX ALERTED THAT THERE WAS CARBON MONOXIDE INSIDE THE VEHICLE. THE LOCAL DEALER WAS NOT CONTACTED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED AND ADVISED THE CONTACT TO TAKE THE VEHICLE TO A LOCAL DEALER. THE FAILURE MILEAGE WAS 18,000.
16,000.

Corrections and additions:

Purchased a carbon monoxide detector when I heard on the news there may be a problem, shortly after purchasing the vehicle. Put it in the very back of the SUV. While traveling at highway speeds the detector alarmed. We rolled all the windows down to air it out and it eventually was silenced. I did contact the local dealer and was told to contact Ford. I'm not sure if Ford was recording the complaint or not.

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.