

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: FW: Follow up to ODI Complaint -----11354281 -----
Date: Monday, September 28, 2020 4:29:50 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Monday, September 28, 2020 4:19 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fwd: FW: Follow up to ODI Complaint -----11354281 -----

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----- Forwarded message -----

From: EVOQ (NHTSA) <EVOQ@dot.gov>
Date: Mon, Sep 28, 2020 at 15:04
Subject: FW: Follow up to ODI Complaint -----11354281 -----
To: [REDACTED]

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

—
Sent from iPhone



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

10-SEP-2020

Repository ☐

Reference No.
11354281

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City JACKSONVILLE

State AR

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

1FM5KHAR8GG [REDACTED]

Make

FORD

Model

EXPLORER POLICE INT

Model Year

2016

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

23-AUG-2020

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN

Failure Mileage

99603

Failure Speed

35

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: DOTM9ABC036)

☐ 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 2016 FORD EXPLORER POLICE INTERCEPTOR. THE CONTACT STATED WHILE DRIVING 35 MPH, THE VEHICLE DOWNSHIFTED INDEPENDENTLY WITH THE RPMS INCREASING RAPIDLY. THE CONTACT STATED HE WAS UNAWARE IF THERE WAS ANY WARNING LIGHT ILLUMINATED. THE CONTACT STATED PULLED OVER TO THE SIDE OF THE ROADWAY, RESTARTED THE VEHICLE AND CONTINUED TO DRIVE TO HIS DESTINATION. THE CONTACT ALSO STATED ON AUGUST 25, 2020, WHILE SHIFTING GEAR TO REVERSE HE HEARD AN ABNORMAL NOISE COMING FROM THE TRANSMISSION. THE CONTACT STATED NO WARNING LIGHT WAS ILLUMINATED. THE CONTACT STATE HE SHIFTED GEARS TO DRIVE AND HEARD AN ABNORMAL NOISE AND THE VEHICLE STARTED TO JERK FORWARD. THE CONTACT STATED HE CONTINUED TO DRIVE TO HIS RESIDENCE. THE VEHICLE WAS TAKEN TO THE LOCAL DEALER MARK MCLARTY FORD LOCATED AT 4400 LANDERS RD, NORTH LITTLE ROCK, AR 72117, (501) 945-1200, WHERE THE VEHICLE WAS DIAGNOSED AND THE CONTACT INFORMED THAT A TRANSMISSION FLUSH WAS NEEDED. ADDITIONALLY, THE TRANSFER CASE ALSO NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS INFORMED OF FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 99,603.

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.