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

EQ-11434260-2417

From: DataQuality, DataQuality (NHTSA)
To: EVOQ (NHTSA)
Subject: FW: Seat Trac Failure Report
Date: Monday, January 24, 2022 8:38:38 AM

From: [redacted]
Sent: Sunday, January 23, 2022 6:17 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot gov>
Subject: Seat Trac Failure Report

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Form Approved: O.M.B No 2127-0008

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	Repository ☐
24-SEP-2021	Reference No. 11434260

OWNER INFORMATION (Type or Print)

Name [redacted]		Daytime Telephone Number [redacted]	E-mail Address [redacted]
Address			
City Martinez	**State** GA	**ZIP Code** [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 1fmeu3d80a[redacted]	MAKE FORD	Model EXPLORER SPORT TRAC	Model Year 2010
Date Purchased	Dealer's Name and Telephone Number Gerald Jones Ford Lincoln 7063096445	Engine No. Cylinders	Fuel Type:
Original Owner ☐	Dealer's City Augusta / STATE GA / ZIP Code 30909		
Transmission Type:	☐ Antilock Brakes ☐ Cruise Control / Powertrain	Multiple Failure:	Incident Date(s) 01-APR-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 221600 SEATS:FRONT ASSEMBLY-POWER ADJUST	Failure Mileage 150000.0	Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make COOPER	Tire Model (Name or Number) COOPER DISCOVERER A/T	Tire Size (Example P215/65R15) P265/75R16
DOT No. (Example: DOTMAL 9ABC036) UPWM1M11718M16L	☐ Original Requirement ☐ Prior Repair / Failure Location: DRIVER SIDE REAR	
Tire Component Code 190000 TIRES		Tire Failure Type: BLOWOUT

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), Injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			N

Narrative Description of Incident(s), Crash(es), 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).

The contact owns a 2010 Ford Explorer Sport Trac. The contact stated that the driver seat track had become defective causing the seat to move back and forth while driving. The contact had the seat track replaced by an independent mechanic; however, the failure returned soon after repair. The contact then took the vehicle to a local dealer where he was given an estimate for the repair of another seat track. The dealer also informed him that they could not guarantee that the repair would fix the failure. The contact was then referred to NHTSA for assistance. The manufacturer was not notified of the failure. The failure mileage was approximately 150,000.

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.