

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 -----11435859 -----
Date: Tuesday, December 14, 2021 8:14:45 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Monday, December 13, 2021 7:25 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fwd: FW: Follow up to ODI Complaint -----11435859 -----

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.

See attached report of concern

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

From: **EVOQ (NHTSA)** <EVOQ@dot.gov>
 Date: Mon, Dec 13, 2021 at 12:48 PM
 Subject: FW: Follow up to ODI Complaint -----11435859 -----
 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

U.S. Department
of TransportationNational 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

07-OCT-2021

Repository ☐Reference No.
11435859**OWNER INFORMATION (Type or Print)**

Name			
Address			
City	TROY	State	NY
		ZIP Code	

Daytime Telephone Number

E-mail Address

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 1FMSK8FH3LC		MAKE FORD	Model EXPLORER	Model Year 2020
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City Schenectady	STATE NY	ZIP Code 12304	
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 01-JUN-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 280000 BACK OVER PREVENTION	Failure Mileage 2000.0	Failure Speed
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make CONTINENTAL	Tire Model (Name or Number) PROCONTACT RX	Tire Size (Example P215/65R15) 275/35R19
DOT No. (Example: DOTM1 9ABC036)	☐ Original Requirement ☐ Prior Repair	Failure Location:
Tire Component Code 192000 TIRES:SIDEWALL	Tire Failure Type:	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: COSCO	Date Manufactured:	Model No./Name: MIGHTYFIT
Seat Type: UNLATCHED	Installation System:	
Child Seat Component Code: 500100 Failed Part: Carry Handle, Shell, Base		

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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 2020 Ford Explorer. The contact stated while operating the vehicle the backup camera display image was very washed out, unclear and the colors appeared to be bleached out causing visibility issues for the driver. The vehicle was taken to the local dealer who replaced the camera display unit, but the failure persisted. The manufacturer was also notified of the failure. The failure mileage was 2,000.

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.