

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOO \(NHTSA\)](#)
Subject: FW: Vehicle Owner's Questionnaire attached
Date: Thursday, August 25, 2022 8:00:21 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Wednesday, August 24, 2022 6:20 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Cc: [REDACTED]
Subject: Vehicle Owner's Questionnaire attached

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NHTSA/Office of Defects Investigation questionnaire attached.

[REDACTED]
[REDACTED]
Fort Worth, TX [REDACTED]
[REDACTED]



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

27-APR-2022

Repository ☐

Reference No.
11462409

OWNER INFORMATION (Type or Print)

Name
Address
City fort worth State TX 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
1fm5k8gt0k

MAKE FORD Model EXPLORER Model Year 2019

Date Purchased Dealer's Name and Telephone Number Engine: 3.5 No: Cylinders 6 Fuel Type: GAS

Original Owner ☐ Dealer's City STATE ZIP Code

Transmission Type ☐ Antilock Brakes ☐ Cruise Control Powertrain FRONT WHEEL DRIVE Multiple Failure: Incident Date(s) 17-APR-2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 010000 STEERING Failure Mileage 56000.0 Failure Speed 25

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: DOTM1 9ABC036) ☐ Original Requirement ☐ 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), Injury(ies).)

Crash ☒ Yes ☐ No Fire ☐ Yes ☒ No Number of Persons Injured 2 Number of Deaths Reported to Police Y

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 2019 Ford Explorer. The contact stated that while his daughter was driving at approximately 25 mph, the steering wheel seized causing the vehicle to crash into a concrete brick mailbox. The air bags deployed. The contact stated that the driver sustained chemical burning from the air bags and the front passenger sustained a high ankle sprain and broke right foot that needed medical attention. A police report was filed. The vehicle was destroyed and towed to a collision center. The dealer was not contacted. The manufacturer was notified of the failure and provided a case number. The approximate failure mileage was 56,000.