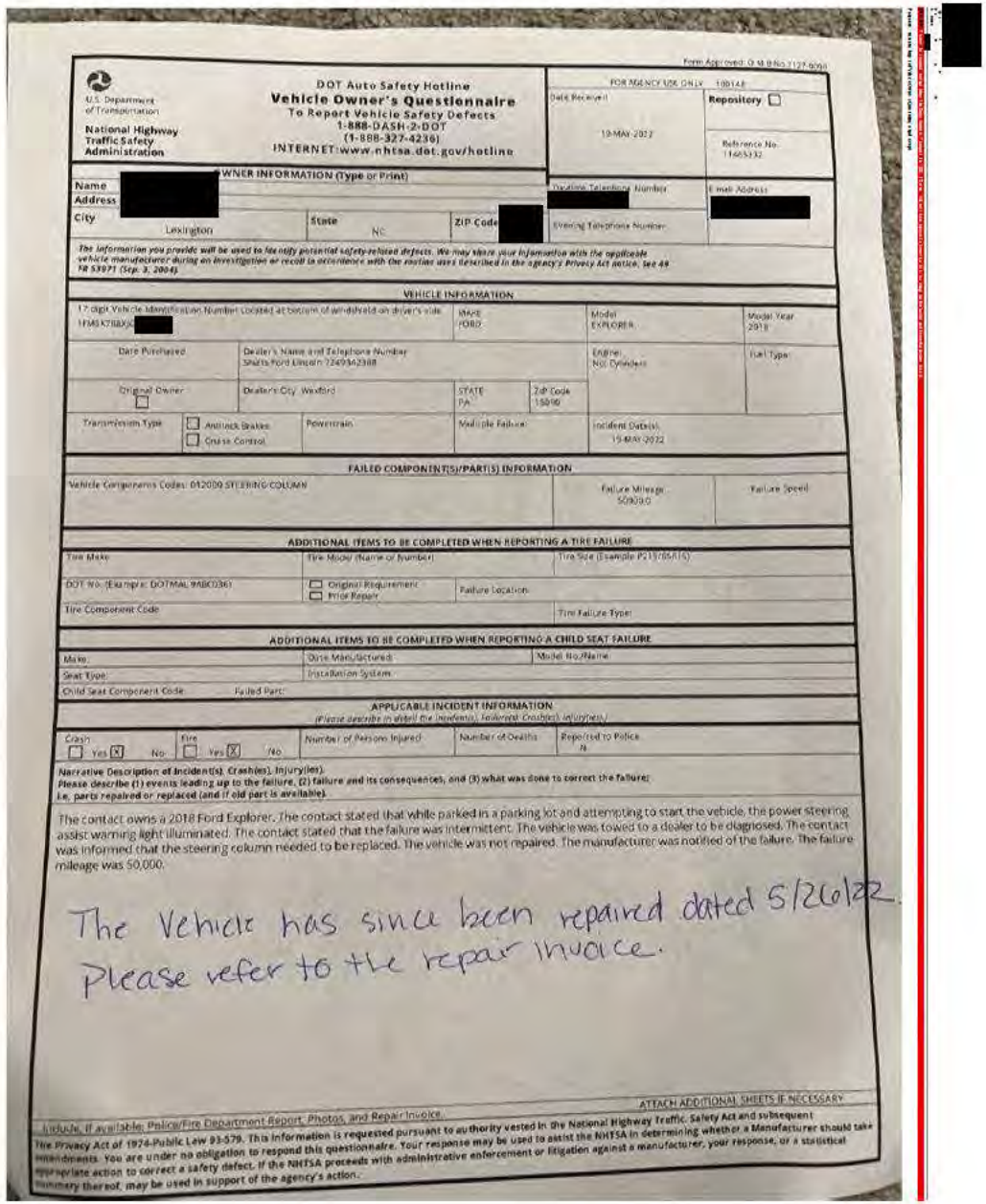
INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)



Form Approved: O.M.B No. 2127-0570

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 10014A

Date Received: 19-MAY-2022

Repository ☐

Reference No. 11465332

OWNER INFORMATION (Type or Print)

Name [redacted]

Address

City: Lexington | State: NC | ZIP Code [redacted]

Daytime Telephone Number [redacted]

Evening Telephone Number

E-mail Address [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 53071 (Sep. 3, 2004).

VEHICLE INFORMATION

17-digit Vehicle Identification Number (located at bottom of windshield on driver's side): 1FMSK7B8XK[redacted]

MAKE: FORD

Model: EXPLORER

Model Year: 2019

Date Purchased

Dealer's Name and Telephone Number: Shults Ford Lincoln 7249342388

Engine: No. Cylinders

Fuel Type

Original Owner ☐

Dealer's City: Wexford

STATE: PA

Zip Code: 15090

Transmission Type ☐ Automatic ☐ Manual

Anti-lock Brakes ☐ Cruise Control

Powertrain

Multiple Failure

Incident Date(s): 19-MAY-2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 042000 STEERING COLUMN

Failure Mileage: 50000

Failure Speed

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: DOTMAL9ABC036)

☐ 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), fire/crash(es), 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), 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).

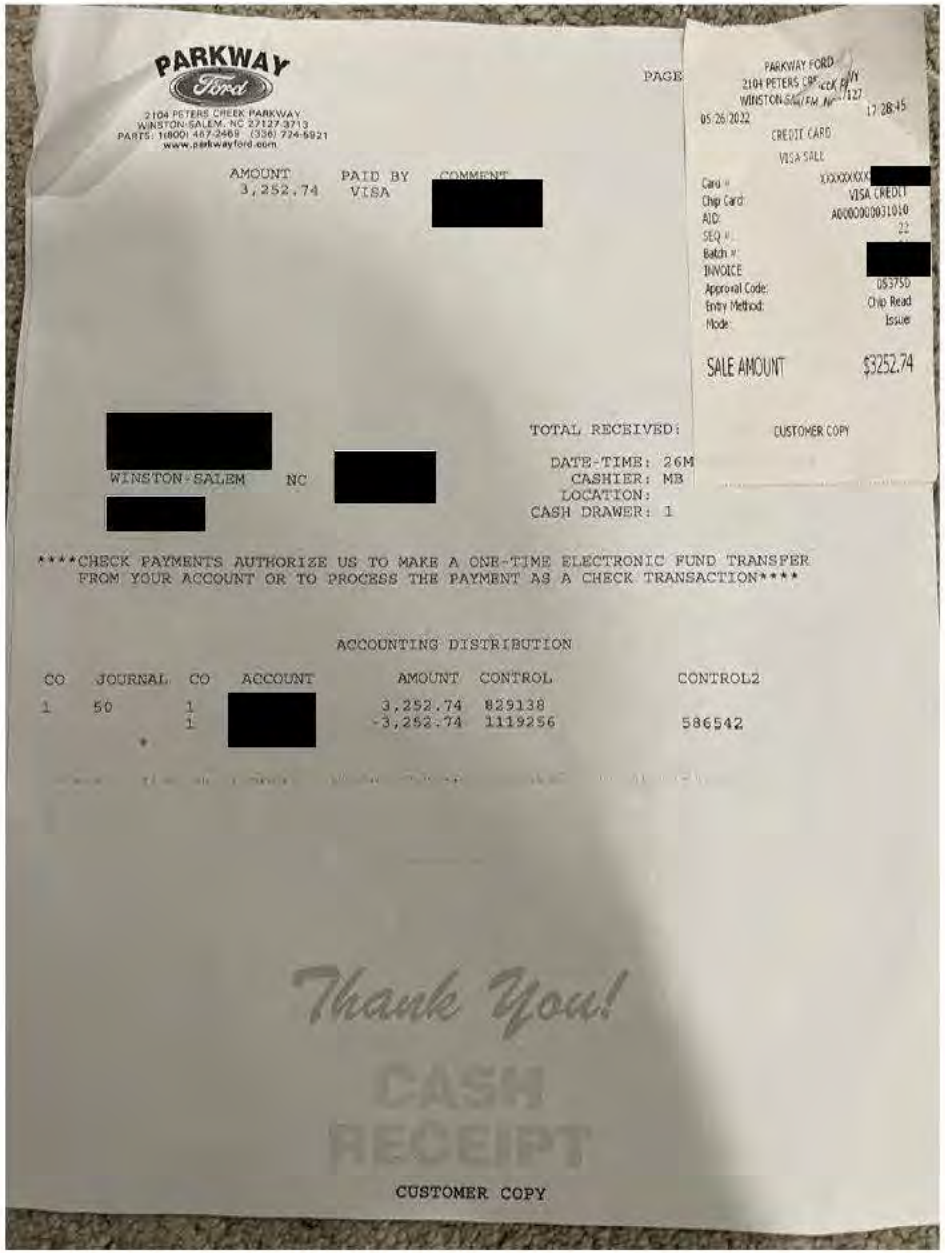
The contact owns a 2018 Ford Explorer. The contact stated that while parked in a parking lot and attempting to start the vehicle, the power steering assist warning light illuminated. The contact stated that the failure was intermittent. The vehicle was towed to a dealer to be diagnosed. The contact was informed that the steering column needed to be replaced. The vehicle was not repaired. The manufacturer was notified of the failure. The failure mileage was 50,000.

The Vehicle has since been repaired dated 5/26/22. Please refer to the repair invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

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.



PARKWAY Ford
2104 PETERS CREEK PARKWAY
WINSTON-SALEM, NC 27127-3713
PARTS: 1(800) 467-2469 (336) 724-5921
www.parkwayford.com

PAGE

AMOUNT 3,252.74 PAID BY VISA COMMENT [redacted]

[redacted]
WINSTON-SALEM NC [redacted]
[redacted]

TOTAL RECEIVED:

DATE-TIME: 26M
CASHIER: MB
LOCATION:
CASH DRAWER: 1

PARKWAY FORD
2104 PETERS CREEK PKWY
WINSTON-SALEM NC 27127
05/26/2022 17:28:45
CREDIT CARD
VISA SALE

Card #	XXXXXXXXXXXX[redacted]
Chip Card:	VISA CREDIT
AID:	A0000000031010
SEQ #:	22
Batch #:	[redacted]
INVOICE	053750
Approval Code:	Chip Read
Entry Method:	Issuer
Mode:	

SALE AMOUNT $3252.74

CUSTOMER COPY

****CHECK PAYMENTS AUTHORIZE US TO MAKE A ONE-TIME ELECTRONIC FUND TRANSFER FROM YOUR ACCOUNT OR TO PROCESS THE PAYMENT AS A CHECK TRANSACTION****

ACCOUNTING DISTRIBUTION

CO	JOURNAL	CO	ACCOUNT	AMOUNT	CONTROL	CONTROL2
1	50	1	[redacted]	3,252.74	829138	
		1		-3,252.74	1119256	586542

Thank You!

CASH RECEIPT

CUSTOMER COPY

VEHICLE REPORT CARD

Parkway Ford South
2104 Peters Creek Parkway
WINSTON SALEM, NC 27127

FORD SERVICE

MULTI-POINT INSPECTION AS RECOMMENDED BY FORD MOTOR COMPANY

Date: 6/18/2022 RO/Tag #: [redacted]
Name: [redacted]
Email: [redacted]
Year/Make/Model: 2018 Ford Explorer
VIN #: 1FM5K7B8XJ[redacted] Plate #:
Odometer: 54840 Inspect. Month:
Owner Advantage Rewards #: Service Balance:
Ford Protect Extended Service Plan: ☐ YES ☐ NO
FordPass Member?: ☐ YES ☐ NO If no, download it from the App Store or Google Play

LEGEND
- Checked and OK at this time
- May require future attention
- Requires immediate attention
- May contribute to vehicle efficiency and promote a greener environment

SCHEDULED MAINTENANCE ITEMS*

	DUE	SERVICED		DUE	SERVICED
The Works		☐	Engine Air Filter		☐
Oil Change & Filter		☐	Engine Coolant		☐
Tire Rotation		☐	Transmission Fluid &/or Filter		☐
Multi Point Inspection		☐	Cabin Air Filter		☐
Fuel Filter		☐	Spark Plugs		☐
IK Scheduled Maintenance		☐			

*This is only a partial list of vehicle maintenance items and is NOT all inclusive. Please consult your Owner's Manual or visit FordOwner.com for vehicle-specific maintenance requirements.

FLUID LEVELS

OK / FILLED	Engine Oil	OK / FILLED	Power Steering	OK / FILLED	Transmission (If equipped with dipstick)
☐	☐ Brake Reservoir	☐	☐ Window Washer	☐	☐ Coolant Recovery Reservoir

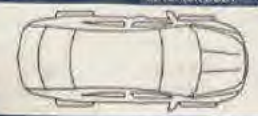
WIPER BLADES — SERVICED ☐

☐ Test Performed — ☐ Front ☐ Rear

BATTERY — SERVICED ☐

State of Health: 0% — 100%
Battery Condition
Factory Spec Cold Cranking Amps __ Actual Cold Cranking Amps __

EXTERIOR BODY



Note any existing exterior body damage or defects on diagram

SYSTEMS / COMPONENTS

LIGHTS / WINDSHIELD	SERVICED
Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps	☐
Windshield for Cracks, Chips and Pitting	☐
BELTS / HOSES / MOUNTS	**SERVICED**
HVAC system and hoses / lines for leaks and/or damage	☐
Engine Cooling System, radiator, hoses and clamps	☐
Accessory drive belt(s)	☐
BRAKE SYSTEM	**SERVICED**
Brake System (including lines, hoses, and parking brake)	☐
STEERING / SUSPENSION	**SERVICED**
Shocks / struts and other suspension components for leaks and/or damage	☐
Steering, steering linkages and ball joints (visual)	☐
EXHAUST SYSTEM	**SERVICED**
Exhaust system and heat shield (leaks, damage, loose parts)	☐
TRANSMISSION / DRIVE AXLE	**SERVICED**
Clutch Operation (If Equipped)	☐
Constant velocity (CV) drive axle boots (if equipped)	☐
Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)	☐

TIRE / BRAKE WEAR

	7/32" and greater	4/32" to 6/32"	3/32" and less
TIRE TREAD			
BRAKE LINING	Over 50% of 7/32" (Over 4mm of 9/32" Metric)	50% or less of 7/32" (Over 3mm of 9/32" Metric)	Less than 30% of 4/32" (Over 2mm of 5/32" Metric)

TIRE WEAR INDICATES	SERVICED
☐ Alignment check needed	☐
☐ Wheel balance needed	☐

☐ Brake measurements not taken this service visit

LEFT FRONT	SERVICED
Tire Tread Depth __Tire Age	☐
Tire Wear Pattern / Damage __	☐
Tire Pressure set to factory-recommended PSI __PSI	☐
Brake Lining NOT SERVICED	☐

RIGHT FRONT	SERVICED
Tire Tread Depth__Tire Age	☐
Tire Wear Pattern / Damage__	☐
Tire Pressure Set to Factory-Recommended PSI__PSI	☐
Brake Lining NOT SERVICED	☐

LEFT REAR	SERVICED
Tire Tread Depth__Tire Age	☐
TIRE WEAR PATTERN / DAMAGE__	☐
TIRE PRESSURE SET TO FACTORY-RECOMMENDED PSI__PSI	☐
Brake Lining NOT SERVICED	☐

RIGHT REAR	SERVICED
Tire Tread Depth__Tire Age	☐
Tire Wear Pattern / Damage__	☐
Tire Pressure Set to Factory-Recommended PSI__PSI	☐
Brake Lining NOT SERVICED	☐

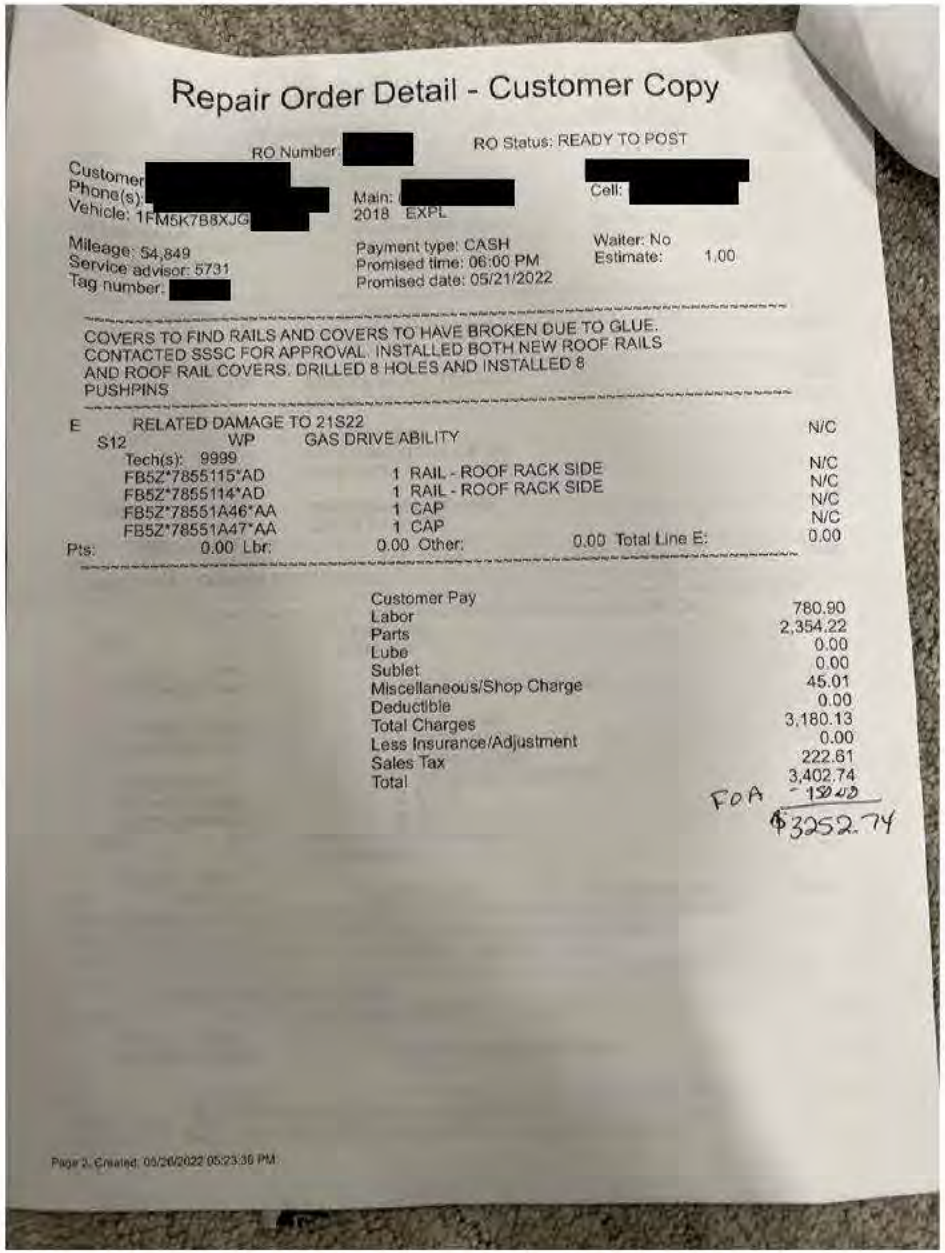
SPARE TIRE	SERVICED
Tire Pressure set__32nds	☐

NOTE: Tires should be replaced after 6 years regardless of tread wear, including the spare, even if it has not been used.

Comments:

Advisor: Bradley Essick
Technician: Todd Hamilton
Customer Signature:

FordOwner.com
One site for all your vehicle needs.



Repair Order Detail - Customer Copy

RO Number: [redacted] RO Status: READY TO POST

Customer [redacted]
Phone(s): [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 1FM5K7B8XJG[redacted] 2018 EXPL

Mileage: 54,849
Service advisor: 5731
Tag number: [redacted]

Payment type: CASH
Promised time: 06:00 PM
Promised date: 05/21/2022

Waiter: No
Estimate: 1.00

COVERS TO FIND RAILS AND COVERS TO HAVE BROKEN DUE TO GLUE. CONTACTED SSSC FOR APPROVAL. INSTALLED BOTH NEW ROOF RAILS AND ROOF RAIL COVERS. DRILLED 8 HOLES AND INSTALLED 8 PUSHPINS

E RELATED DAMAGE TO 21S22 N/C
S12 WP GAS DRIVE ABILITY
Tech(s): 9999
FB5Z*7855115*AD 1 RAIL - ROOF RACK SIDE N/C
FB5Z*7855114*AD 1 RAIL - ROOF RACK SIDE N/C
FB5Z*78551A46*AA 1 CAP N/C
FB5Z*78551A47*AA 1 CAP N/C
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00

Customer Pay	
Labor	780.90
Parts	2,354.22
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	45.01
Deductible	0.00
Total Charges	3,180.13
Less Insurance/Adjustment	0.00
Sales Tax	222.61
Total	3,402.74

FOA -150.00
$3252.74

Page 2, Created: 05/20/2022 05:23:36 PM

Repair Order Detail - Customer Copy

RO Number: [redacted] RO Status: READY TO POST

Customer: [redacted]
Phone(s): [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 1FM5K7B8[redacted] 2018 EXPL

Mileage: 54,849
Service advisor: 5731
Tag number [redacted]

Payment type: CASH
Promised time: 06:00 PM
Promised date: 05/21/2022

Waiter: No
Estimate: 1.00

B	PERFORM MULTI POINT INSPECTION			
99P	CP	PERFORM MULTI POINT INSPECTION		0.00
Tech(s): 4368				
GBK	CP	BRAKES INSPECTED AND OK ON THIS VISIT		0.00
Tech(s): 4368				
GBATT	CP	BATTERY TEST PERFORMED AND OK ON THIS VISIT		0.00
Tech(s): 4368				
GTIRE	CP	TIRES INSPECTED AND OK ON THIS VISIT		0.00
Tech(s): 4368				
Pts: 0.00 Lbr:	0.00 Other:		0.00 Total Line B:	0.00
Story: 54849 COMPLETED SERVICE				
C	C/S STEERING FAULT LIGHT AND TRACTION CONTROL LIGHT ARE ON			
3000	CP	STEERING AND SUSPENSION		680.95
Tech(s): 4368				
*W714890*S440		2 NUT AND WASHER ASY - HEX.		8.56
*W520215*S440		2 NUT - HEX.		2.22
BB5Z*3A130*B		2 END - SPINDLE ROD CONNECTING		226.54
HB5Z*3504*Z		1 GEAR ASY - STEERING		1,938.62
*W717867*S900		2 BOLT		8.92
*W715633*S439		8 BOLT		169.36
4WA	CP	PERFORM FOUR WHEEL ALIGNMENT		99.95
Tech(s): 4368				
Pts: 2,354.22 Lbr:	780.90 Other:		0.00 Total Line C:	3,135.12
Story: 54849 520 VERIFIED CUSTOMER CONCERN FOUND INTERNAL MEMORY FAULT STORED IN THE PSCM. REPLACED STEERING GEAR ASSEMBLY AND PERFORMED FOUR WHEEL ALIGNMENT. VERIFIED REPAIR				
D	21S22 ROOF RAIL DETACHMENT			
S12	WP	GAS DRIVE ABILITY		N/C
Tech(s): 4368				
*W709002*SS3GA		8 RETAINER - BODY SIDE TRIM		N/C
Pts: 0.00 Lbr:	0.00 Other:		0.00 Total Line D:	0.00
Story: 54849 PERFORMED FSA 21S22. INSPECTED ROOF RAILS AND FOUND BOTH ROOF RAIL COVERS TO BE GLUED DOWN. REMOVED ROOF RAIL				