

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	
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received JUN 15 2023	
				Repository ☐ Reference No. 11518193	
OWNER INFORMATION (Type or Print)					
Name				Daytime Telephone Number	
Address				Email Address	
City Swannanoa		State NC		ZIP Code	
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 1T8SK8DH3PG				MAKE FORD	
				Model EXPLORER	
				Model Year 2023	
Date Purchased 2-27-2023		Dealer's Name and Telephone Number Ken Wilson Ford, Inc 828-648-2313		Engine: No. Cylinders	
Original Owner ☒		Dealer's City: Canton		Fuel Type: Gas	
STATE NC		ZIP Code 28716			
Transmission Type		Powertrain		Incident Date(s) 18-APR-2023	
☐ Antilock Brakes ☐ Cruise Control		Multiple Failure:			
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Components Codes: 134000 VISIBILITY/SUN/MOON ROOF ASSEMBLY				Failure Mileage 2500.0	
				Failure Speed 65	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/H5R15)	
DOT No. (Example: DOTM1 SABC036)		☐ 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	
				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 2023 Ford Explorer. The contact stated while driving 65 MPH, she heard an abnormal noise. The contact stated no warning light was illuminated. The contact stated she was able to park on the side of the road and noticed that the sunroof had shattered independently. The contact took the vehicle to the local dealer and was informed that the sunroof needed to be replaced. The vehicle was not repaired. The manufacturer had been informed of the failure. The failure mileage was approximately 2,500.					
Ford warranty would not pay for replacement of sunroof/moon roof. I had to use my own car insurance. I called Ford main number, they denied there was a defect. I'm still getting pieces of the shattered sunroof when I vacuum inside of my car.					
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 to 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.					

CHAMPION COLLISION, LLC

1726 CHAMPION DRIVE
CANTON NC 28716

828-492-0447

Invoice

Date	Invoice #
5/15/2023	

Bill To
2023 FORD EXPLORER
VIN#PG

PAID
05/16/2023

P.O. No.	Terms	Project

Quantity	Description	Rate	Amount
	COLLISION REPAIR PARTS	987.71	987.71T
	COLLISION REPAIRS LABOR	470.00	470.00T
	NORTH CAROLINA SALES TAX	7.00%	102.04
		Total	\$1,559.75

Payments/Credits	-\$1,559.75
Balance Due	\$0.00

[Redacted]

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[Redacted]

CHARLESTON SC 294

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US Department of Transportation
National Highway Traffic Safety
Administration

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Washington, DC 20590

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