



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

16-MAY-2023

Repository ☐

Reference No.
11522218

OWNER INFORMATION (Type or Print)

Name			
Address			
City	Liverpool	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 1FMSK8FH1L		MAKE FORD	Model EXPLORER	Model Year 2020
Date Purchased	Dealer's Name and Telephone Number Romano Ford 3156374491		Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City Fayetteville	STATE NY	ZIP Code 13066	
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 02-APR-2023

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 110000 ELECTRICAL SYSTEM, 270000 LANE DEPARTURE, 280000 BACK OVER PREVENTION	Failure Mileage 42000.0	Failure Speed
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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	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 initially received notification of NHTSA Campaign Number: 23V022000 (Back Over Prevention). The contact took the vehicle to the dealer where the recall was performed. Once the vehicle was returned, the contact stated that the lane assist, the forward collision assist, and several other electrical features failed to operate as needed. The vehicle was taken back to the dealer however, the mechanic was unable to correct the failure. The manufacturer was notified of the failure and a complaint was filed. The contact was then transferred to the NHTSA Hotline for further assistance. The vehicle was not repaired. The failure mileage was approximately 42,000.

I bought this vehicle with the equipment to protect me from accidents and since April none of these features work. I am still being told by Romano that they and Ford do not have the parts to fix this vehicle. I bought the vehicle in for an oil change and they told me the backup feature had a recall so they fixed it. Then the problems started. While driving home I noticed none of the features I bought and paid for were not working so I brought it back and they couldn't fix it. They have been telling me that Ford doesn't have the parts. Two months and a company like Ford cannot fix the problem. Hard to believe.

CC: Mr. James Farley Jr.
Box 6248
Dearborn Mi. 48126

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.