



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 252

Date Received

02-JUL-2002

Od_or

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rp_lr

Reference No.

8013225

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Location at bottom of windshield and driver's side)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FMDU74W32ZA47997		FORD TRUCK	EXPLORER	2002	
Purchase Date	Dealer's Name		Engine Size (CID/CC/L)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
☐ New ☒ Used	City _____ State _____ Zip Code _____		No Cylinders _____		
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type
☐ Manual ☐ Automatic	☐ Yes ☐ No	☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	☐ Yes ☐ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____
					Body Style
					☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 12111000	Part Name(s) INTERIOR SYSTEMS: PASSENGER RESTRAINTS: AIR BAG: FRONT	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Dates of Failure(s) 20-JUN-2002	Failed Part(s)	NHTSA Previously
	Mileage at Failure(s) 22300	☐ Yes ☐ No	☐ Yes ☐ No
	Vehicle Speed at Failure(s)		

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash ☒ Yes ☐ No	Fire ☐ Yes ☐ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☐ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE TRAVELING ABOUT 65MPH ON HIGHWAY ANOTHER VEHICLE MADE A U TURN AND HE HIT CONSUMER'S VEHICLE BROAD SIDE. UPON IMPACT, AIRBAGS DIDN'T DEPLOY. DEALERSHIP WAS AWARE OF PROBLEM.*AK

COPIES OF REPORTS - FREE -

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.



U.S. Department
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National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DDT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY - 252

Date Received

JUL 26 AM 10:56

02-JUL-2002

OFFICE

DEFECTS INVESTIGATION

Od. or
rt. dt
od. rt
up. ltr

Reference No.

8013225

OWNER INFORMATION (Print)

762485

RIOVERDE

AZ

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA WILL NOT provide your name and address.

☒ YES ☐ NO

Is vehicle manufacturer?

Signature of Owner

Date 7/15/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1FMDU74W32ZA47997
Vehicle Make FORD TRUCK
Vehicle Model EXPLORER
Vehicle Year 2002
Current Odometer Reading 22300 +

Purchase Date JUNE 2001
Dealer's Name Ball Ford
City PHX State AZ Zip Code 85031
Engine Size (CID/CC/L) 350
No. Cylinders V-8
☐ Turbo
☐ Diesel
☒ Gas
☐ Fuel Injection

Transmission Type ☐ Manual ☒ Automatic
Antilock Brakes ☒ Yes ☐ No
Restraint System ☒ 3-Point Belt ☐ Motorbelt ☐ 2-Point Belt
☒ Driverside Airbag ☐ Passengerside Airbag
Airbag Control ☒ Yes ☐ No
Vehicle Type ☐ Car ☒ Sport Utility Truck ☐ Van ☐ Minivan ☐ Other
Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up ☒ Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 12111000
Part Name(s) INTERIOR SYSTEMS: PASSENGER RESTRAINTS: AIR BAG: FRONT
Location ☒ Left ☒ Right ☐ Front ☐ Rear
Failed Part(s) ☒ Original ☐ Replacement
No. of Failures 1
Date(s) of Failure(s) 20-JUN-2002
Mileage at Failure(s) 22300
Vehicle Speed at Failure(s) 65 MPH
Failed Part(s) ☒ Yes ☐ No
NHTSA Previously ☐ Yes ☒ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☒ Yes ☐ No
Fire ☐ Yes ☒ No
Number of Persons Injured ONE
Number of Fatalities NONE
Estimated Property Damage \$14,000.00
Reported to Police ☒ Yes ☐ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE TRAVELING ABOUT 65MPH ON HIGHWAY ANOTHER VEHICLE MADE A U TURN AND HIT CONSUMER'S VEHICLE BROAD SIDE. UPON IMPACT, AIRBAGS DIDN'T DEPLOY. DEALERSHIP WAS AWARE OF PROBLEM. *AK - No. CONSUMER'S VEHICLE HIT OTHER VEHICLE BROAD SIDE. CONSUMER'S VEHICLE HIT OTHER VEHICLE HEAD-ON. AIR BAGS DID NOT Deploy WITH Direct Frontal Impact.

CONTINUE ON BACK IF NEEDED

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Vehicle - 2002 Explorer, ~~no~~ ^{front} ~~impact~~ ^{side} ~~on~~ ^{impact} ~~the~~ ^{side} ~~hand~~ ^{impact} ~~on~~ ^{side} ~~2002~~ ^{impact} ~~Explorer~~ ^{impact} ~~was~~ ^{impact} ~~all~~ ^{impact} ~~frontal~~ ^{impact} ~~damage~~ ^{impact} ~~at~~ ^{impact} ~~65~~ ^{impact} ~~MPH~~ ^{impact} ~~the~~ ^{impact} ~~and~~ ^{impact} ~~bags~~ ^{impact} ~~should~~ ^{impact} ~~have~~ ^{impact} ~~deployed~~ ^{impact} ~~when~~ ^{impact} ~~reported~~ ^{impact} ~~to~~ ^{impact} ~~Ford~~ ^{impact} ~~they~~ ^{impact} ~~could~~ ^{impact} ~~have~~ ^{impact} ~~cared~~ ^{impact} ~~less~~ ^{impact} ~~Vehicle~~ ^{impact} ~~at~~ ^{impact} ~~Bell~~ ^{impact} ~~Ford~~ ^{impact} ~~in~~ ^{impact} ~~PA~~ ^{impact} ~~being~~ ^{impact} ~~repaired~~ ^{impact} ~~You~~ ^{impact} ~~think~~ ^{impact} ~~Ford~~ ^{impact} ~~would~~ ^{impact} ~~want~~ ^{impact} ~~to~~ ^{impact} ~~know~~ ^{impact} ~~why~~ ^{impact} ~~a~~ ^{impact} ~~few~~ ^{impact} ~~air~~ ^{impact} ~~bags~~ ^{impact} ~~did~~ ^{impact} ~~not~~ ^{impact} ~~work~~ ^{impact} ~~!!~~ ^{impact}



**VEHICLE
OWNER'S**