



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 758

Date Received

09-JUL-2001

Od_or

rt_dt

od_rt

ip_lr

Reference No.

892238

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 door)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FMZU73E72ZA22499	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
☐ Manual ☒ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Bel	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel
Vehicle Type	Body Style			
☐ Car ☐ Van ☐ Minivan ☐ Other	☐ Sport Util ☐ Truck ☐ Motorcycle ☐ Other		☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other	

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 10140000	Part Name(s) VISUAL SYSTEMS:GLASS:WINDOW:TAILGATE AND BACK DOOR	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Date(s) of Failure(s) 01-MAY-2001 64 Mileage at Failure(s)	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 1	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

4 HOURS AFTER TAKING DELIVERY OF VEHICLE CONSUMER PARKED IT AND OPENED TAILGATE WINDOW. WINDOW EXPLODED WITH GLASS FLYING 15 FEET. WINDSHIELD WIPER ASSEMBLY HIT CONSUMER IN CHEST, AND GLASS FLEW INTO EYES. DEALER PICKED VEHICLE UP. THEN, STATED HE COULD REPAIR VEHICLE OR REPLACE IT. CONSUMER CHOSE NEW VEHICLE. CONSUMER STILL HAS PAIN IN EYE, STILL UNDER MEDICAL ATTENTION.*AK

COPIES OF THIS FORM ARE:

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
of Transportation
National Highway
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Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 758

Date Received

09-JUL-2001

DEFECTS OFFICE

Reference No.

892238

Work Number

Home Number

OWNER INFORMATION (Type or Print)

701448

Do you authorize NHTSA to provide a copy of report of the manufacturer of your vehicle?
In the absence of

☒ YES

☐ NO

Signature of Owner

Date 7/29/01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)

1FMZU73E72ZA22499

Vehicle Make

FORD TRUCK

Vehicle Model

EXPLORER

Vehicle Year

2002

Current Odometer Reading

Purchase Date

5/1/01

Dealer's Name

Milham Ford

Engine Size

(CID/CC/L)

No Cylinders

☐ Turbo

☐ Diesel

☒ Gas

☐ Fuel Injection

☒ New ☐ Used

City EASTON

State PA

Zip Code 18045

Transmission Type

☐ Manual

☒ Automatic

Antilock Brakes

☒ Yes

☐ No

Restraint System

☐ 3-Point Belt

☐ Motorbelt

☒ Driverside Airbag

☐ 2-Point Belt

☒ Passengerside Airbag

Cruise Control

☒ Yes

☐ No

Drive Train

☐ Front

☐ Rear

☒ 4-Wheel

Vehicle Type

☐ Car

☐ Van

☐ Minivan

☐ Other

☒ Sport Ult

☐ Truck

☐ Motorcycle

Body Style

☐ 2-Door

☐ 4-Door

☐ Stationwagon

☐ Pick Up Truck

☒ Other SUV

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
10140000

Part Name(s)

VISUAL SYSTEMS:GLASS:WINDOW:TAILGATE AND BACK DOOR

Location

☐ Left

☐ Front

☐ Right

☒ Rear

Failed Part(s)

☒ Original

☐ Replacement

No of Failures

Date(s) of Failure(s) 01-MAY-2001

Mileage at Failure(s) 64

Vehicle Speed at Failure(s)

Failed Part(s)
Available?

☒ Yes ☐ No

NHTSA Previously
Contacted?

☐ 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

1

Number of Fatalities

—

Estimated Property Damage

Reported to Police

☐ Yes ☒ No

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

4 HOURS AFTER TAKING DELIVERY OF VEHICLE CONSUMER PARKED IT AND OPENED TAILGATE WINDOW. WINDOW EXPLODED WITH GLASS FLYING 15 FEET. WINDSHIELD WIPER ASSEMBLY HIT CONSUMER IN CHEST, AND GLASS FLEW INTO EYES. DEALER PICKED VEHICLE UP. THEN, STATED HE COULD REPAIR VEHICLE OR REPLACE IT. CONSUMER CHOSE NEW VEHICLE. CONSUMER STILL HAS PAIN IN EYE, STILL UNDER MEDICAL ATTENTION.*AK

CONTINUE ON BACK, IF NEEDED

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Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

Only After 2nd Explosion had piston (left) pop off window were we able to see the piston failure caused glass to explode. Glass exploded in such tiny slivers + shards; not large chunks as with safety glass. Another piece of glass was removed from left eye. ①

Ford has acted in such an unfriendly manner, + has acted in bad faith; decept + lies have been told. They are denying they have a problem.

① Glass was originally removed from the left eye in my; but apparently a tiny piece had wedged on the top of her eye, which caused the continued sharp pain.

★ U.S. G.P.O.: 1982-423-887 / 80085

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

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