

NHTSA Consumer Complaints as of March 12, 2019

5 11120795 2018 FORD EXPLORER Visibility FRONT SOUND SCREEN WINDSHIELD SEEMS VERY SOFT AND WEAK. SLIGHTEST STRIKE FROM ROAD DEBRIS CAUSES CHIP OR CRACK. DEBRIS STRIKES REGARDLESS OF AMOUNT OF IMPACT HAS CAUSED CHIPPING, CRACKS, AND VISIBLE SCRAPES OF MATERIAL. WINDSHIELD IS SOUND SCREEN AND SEEMS MADE OF EXTREMELY SOFT MATERIALS MAKING VULNERABLE TO EASY DAMAGE WHICH IS SAFETY RISK TO DRIVER AND OCCUPANTS WHILE DRIVING REGARDLESS OF ON HIGHWAY OR CITY STREET. CHERRY VALLEY CA Failure Date: 08/01/2018

5 11113003 2018 FORD EXPLORER Visibility PURCHASED MY EXPLORER ON MAY 28, 2018, VEHICLE CURRENTLY HAS LESS THAN 6,000 MILES ON IT AND THIS MORNING, MY DAUGHTER USED THE REMOTE TO UNLOCK THE DOORS AS IT SAT PARKED ON OUR DRIVEWAY, CLIMBED IN AND CLOSED THE FRONT PASSENGER DOOR AND THE BACK WINDOW SHATTERED. GLASS WAS INSIDE, OUTSIDE AND THEN PIECES CONTINUED TO FALL. THE BOTTOM OF THE WINDOW HAS SMALL CHUNKS OUT OF IT ON THE EDGES AS WELL. RED OAK TX Failure Date: 07/23/2018

5 11075122 2018 FORD EXPLORER Visibility THE INTEGRATED BLIND SPOT MIRROR ON BOTH THE DRIVER SIDE AND PASSENGER SIDE IS MOUNTED AT THE WRONG ANGLE. IT DOES NOT SHOW THE BLIND SPOT OF THE CAR. YOU CAN NOT SEE ANY PORTION OF LOW PROFILE CARS IN THE BLIND SPOT MIRROR AND YOU CAN NOT SEE THE HEADLIGHTS OF MOST VEHICLES AT NIGHT. IT DOES SHOW THE VERY TOP OF TALLER CARS (SUVS/TRUCKS/VANS). I HAVE PHOTOS TAKEN WHILE DRIVING OF CARS THAT ARE IN THE BLIND SPOT. AS YOU CAN SEE IN THE PHOTOS, YOU CAN SEE ONLY THE VERY TOP OF THE VAN AND ALMOST NONE OF THE STANDARD CAR. AT NIGHT, THE ROOF OF THE CAR IS NOT AS HELPFUL TO SEE AS THE HEADLIGHTS. I CHECKED ANOTHER 2018 EXPLORER AT THE DEALERSHIP AND IT HAD THE SAME VIEW IN THE BLIND SPOT MIRROR. THE FORD SERVICE TECHNICIAN AGREED THAT THE VIEW ON THE 2018 EXPLORER WAS DIFFERENT FROM THE VIEW ON HIS PERSONAL 2016 FORD FUSION. HOWEVER, SINCE ALL OF THE 2018

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EXPLORERS HAD THE SAME VIEW, IT COULD NOT BE FIXED. OLDER MODELS APPEAR TO HAVE BLIND SPOT MIRRORS THAT ARE CORRECTLY POSITIONED. 2014 FORD EXPLORE R, 2015 FORD TRANSIT, AND 2016 FORD FUSION ALL HAD CORRECTLY POSITIONED BLIND SPOT MIRRORS. I CAME VERY CLOSE TO SIDE SWIPING A CAR AT NIGHT ON THE HIGHWAY ON THE DAY I PURCHASED THE EXPLORER. AS I WAS RELYING ON THE BLIND SPOT MIRRORS AND NO PORTION OF THE CAR COULD BE SEEN. THANKFULLY, A HORN SAVED US BOTH. NEW CASTLE PA Failure Date: 02/22/2018