



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 231

Date Received 12-25

30-DEC-2003

Repository ☐

Reference No.
10052094

OWNER INFORMATION (Type or Print)

Name

Address

City ALLENTOWN

State PA

Zip Code

Daytime Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO

In the absence of an authorized signature, please provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 1/12/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side

FILL IN

Make FORD

Model Explorer

Model Year 2001

Date Purchased 11-13-02

Dealer's Name and Telephone Number

Gilboy Ford 610-424-4211

Engine:

No. Cylinders 6

Fuel Type:

GAS Regular

Original Owner ☐

Dealer's City

State

Zip Code

Transmission Type

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

180000 VEHICLE SPEED CONTROL

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

12-26-03

Failure Mileage

31360

Failure Speed

Recall on Speed Control Cable P 61165 Ford. FACTORY RECALL

on 1/4/03 at

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: DOTM19ABC036)

☐ Original Equipment
☐ 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), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

0

0

N

Narrative Description of Incident(s), Crash(es), and 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 OWNER PICKED UP THE TRUCK AFTER IT WAS SERVICED FOR THE SPEED CONTROL. THE DURATION OF THE REPAIR TOOK (2) DAYS. LATER, THE TRUCK IDLED ABRUPTLY AND SPEED OFF. THE CONSUMER LOST CONTROL OF THE TRUCK AND CRASHED INTO A GARAGE. PLEASE PROVIDE ANY ADDITIONAL INFORMATION. "NM"

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

EXACTLY LIKE IT SAYS ON FRONT

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



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NO POSTAGE
NECESSARY IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

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POSTAGE WILL BE PAID BY NHTL HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, S.W.
Washington, DC 20590



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

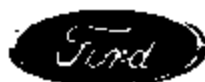
1-888-327-4238

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
Washington, D.C. 20590

COPY



F. M. Ligon
Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121

F0083312

0197



2001 Explorer

Vehicle ID # 1FMZU77E71U [REDACTED]

03S03

August, 2003

[REDACTED]
ALLENTOWN, PA [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 1999 through 2001 model year Explorer (4-Door, 2-Door, Sport, Sport Trac) and Mountaineer Vehicles built with 4.0L SOHC engines and equipped with factory installed speed control.

We apologize for this situation and want to assure you, that with your assistance, we will correct this condition. Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support possible.

What is the issue?

The speed control cable on your vehicle may not disengage due to a binding condition between the speed control strand cover and the cable conduit. Drivers may experience a high idle or a condition where it would appear the speed control would not disengage. Braking function is maintained, though brake effectiveness may be reduced and stopping distances may increase, possibly resulting in a crash.

What will Ford and your dealer do?

Your dealer will inspect and, if necessary, replace the speed control cable on your vehicle.

How long will it take?

The time needed for this repair is less than one-half day.

What are we asking you to do?

Please call your dealer without delay and ask for a service date for Safety Recall 03S03. If you do not already have a servicing dealer, you can access www.qualitycareservice.com for dealer addresses, maps, and driving instructions.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**