



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

20-MAR-2007

Repository ☐

Reference No.

10185628

OWNER INFORMATION (Type or Print)

Name

Address

City

PONTEVEDRA BEACH

State

FL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of a signature, address to the vehicle manufacturer.

Signature of Owner

Date 03/27/07

VEHICLE INFORMATION

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

1FMZU62K85U

Make

FORD

Model

EXPLORER

Model Year

2005

Date Purchased

27-FEB-05

Dealer's Name and Telephone Number

MIKE SHAD FORD

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

JACKSONVILLE

State

FL

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

060000 ENGINE AND ENGINE COOLING

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

05-JUL-2005

Failure Mileage

30500

Failure Speed

VARIOUS

FAILURES - 07-05-06 07-16-06 09-08-06
10-10-06 12-06-06 02-15-07

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: ST. JOHNS COUNTY FLORIDA

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), injury(ies), and property loss(es).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

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).

TL*- THE CONTACT STATED THAT WHILE DRIVING THE 2005 FORD EXPLORER WITH 30500 FAILURE MILEAGE ON SIX DIFFERENT OCCASIONS AT ANY RATE OF SPEED THE VEHICLE STALLED WITHOUT ANY WARNING AND HAD TO BE RESTARTED IN NEUTRAL. THE VEHICLE WAS TAKEN TO THE DEALER ON THREE SEPARATE OCCASIONS, AND THE PROBLEM COULD NOT BE DUPLICATED. *AK

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 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)

WHILE DRIVING ON THE HIGHWAY - ENGINE WOULD
QUIT WITHOUT WARNING 5 TIMES I WAS ABLE TO
RE-START ENGINE ONE TIME IT WAS NECESSARY
TO COAST OFF ROAD TO RE-START

5 TIMES ABLE TO RE-START BY PLACING SHIFT
IN NATURAL - TURN KEY OF + ON AGAIN WHILE
COASTING

ATTACH ADDITIONAL SHEETS IF NECESSARY

DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
400 7TH ST SW
WASHINGTON DC 20590

OFFICIAL BUSINESS



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE

US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**

NHTSA
www.nhtsa.gov

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

AUGUST 07, 2006

PONTE VEDRA BEACH, FL.

FORD MOTOR COMPANY
CUSTOMER RELATIONS
P. O. BOX 6248
DEARBORN, MICHIGAN 48126
800-392-3030

DEAR CUSTOMER RELATIONS,

I PURCHASED A NEW FORD EXPLORER I.D. # 1FMZU62K85U FROM MIKE SHAD FORD
AT THE AVENUES, JACKSONVILLE, FLORIDA IN MAY OF 2005.

THIS IS MY SECOND NEW EXPLORER. I HAD VERY GOOD SERVICE FROM 1996 EXPLORER
WITH ONLY MINOR PROBLEMS DURING THE 160,000 MILES I DROVE THE TRUCK. MY
SON-IN-LAW ALSO PURCHASED AN EXPLORER BASED UPON THE FAVORABLE REPORTS
I GAVE HIM ABOUT MY FIRST EXPLORER. BEFORE THIS I HAD TWO BRONCOS THAT I
ENJOYED OWNING.

WITH MY PRESENT EXPLORER I HAVE HAD VARIOUS PROBLEMS.

I AM WRITING YOU ABOUT MY CONCERNS REGARDING THE SAFETY OF MY VEHICLE.

TWO DIFFERENT TIMES WHILE DRIVING ALONG FLORIDA HIGHWAYS, THE IGNITION
SUDDENLY QUIT WITHOUT ANY PRIOR WARNING. FORTUNATLY IN BOTH INSTANCES
I WAS ABLE TO COAST OFF THE HIGHWAY OUT OF TRAFFIC. AFTER COMING TO A STOP
I TURNED OFF THE IGNITION KEY AND BACK ON AND THE ENGINE STARTED
IMMEDIATELY.

MY CONCERN IS THAT IT MIGHT BE A DANGEROUS SITUATION IF IT WERE TO HAPPEN
ON THE INTERSTATE.

I TOOK THE VEHICLE TO MY NEAREST FORD DEALER, BOZARD FORD COMPANY IN
ST. AUGUSTINE, FLORIDA, HOWEVER, THEY WERE NOT ABLE TO REPLICATE THE
PROBLEM. WHICH IS UNDERSTANDABLE.

ANOTHER PROBLEM WHICH HAS NOT BEEN RESOLVED, WHICH WOULD NOT BE ABLE
TO BE REPLICATED IN THE SHOP OR TEST DRIVE, IS MY SPEED CONTROL. A COUPLE
TIMES A WEEK THE SPEED CONTROL WILL NOT ENGAGE, HOWEVER I INADVERTENTLY
DISCOVERED THAT IF I PRESS ON THE BRAKE PEDAL IT WILL IMMEDIATELY ENGAGE
BY PRESSING THE SET BUTTON WITHOUT HAVING TO GO BACK TO THE ON/OFF
SWITCH. BOZARD'S SHOP ADJUSTED THE BRAKE PEDAL SWITCH, BUT IT DID NOT
SOLVE THE PROBLEM.

OF COURSE I AM MORE CONCERNED ABOUT THE IGNITION FAILURE PROBLEM, HOWEVER
BOTH ITEMS NEED TO BE ADDRESSED.

SINCERELY,

CC: HAROLD O. MILLER, ESQ.

Ford Customer service phoned 8/14/06
+ advised me that problem must be
resolved with dealer service department

Engine Cut out while
Driving on highway
again on Sept. 8, 2006
Oct. 10, 2006
+ Slec. 6, 2006

The Slec 6th incident
was in heavy traffic
+ Explorer wouldn't
immediately start
while coasting - had
to coast off road.

OKM

Engine
quit again
while driving
in traffic.
02-15-07
able to
restart
while coasting.

1st time engine cut out 07-05-06
2nd time engine cut out 07-16-06

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).