



DOT Auto Safety Hotline

U.S. Department of Transportation
National Highway Traffic Safety AdministrationVehicle Owner's Questionnaire
To Report Vehicle Safety Defects1-888-DASH-2-DOT 2008 JUN 25 AM 11:07
(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐Reference No.
10229709

OWNER INFORMATION (Type or Print)

Name

Address

City

BREMEN

State

IN

Zip Code

Daytime Telephone Number

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an address to the vehicle manufacturer, Signature of Owner _____ Date 6/10/2008YES ☒ NO ☒

ALL OF THIS REPORT!

ON

17 digit vehicle Identification Number Located at bottom of windshield on driver's side
1FMZU73K23UMake
FORDModel
EXPLORERModel Year
2003

Date Purchased

5/30/2003

Dealer's Name and Telephone Number
BREMEN FORD

Engine:

No: Cylinders

V6

Fuel Type:

FLEX FUEL E-85

Original Owner

Dealer's City
BREMEN

State

Zip Code

Transmission Type

AUTO

☒ Antilock Brakes☒ Cruise Control

Powertrain

4.0 V6 ENGINE

Vehicle Component Code

185000 VEHICLE SPEED CONTROL: CRUISE CONTROL

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

14-MAY-2008

Failure Mileage

11330

Failure Speed

55

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

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 OWNS A 2003 FORD EXPLORER. WHILE DRIVING 55 MPH WITH THE CRUISE CONTROL ACTIVATED, THE CRUISE CONTROL FAILED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO A DEALER AND THEY STATED THAT THE CRUISE CONTROL WIRING FAILED. THERE IS A RECALL FOR THE VEHICLE SPEED CONTROL, BUT HIS VIN WAS NOT INCLUDED. THE RECALL NUMBER WAS UNKNOWN. THE CURRENT MILEAGE WAS 11,550 AND FAILURE MILEAGE WAS 11,330.

P.S. This past winter my 2003 Ford explorer blew the rear gas filled strut/shock just sitting in my driveway! This is the cause of all SUV rollovers; bringing them instantly!

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.

I am a retired aircraft mechanic, air force jet pilot and army Reserve helicopter pilot. I am a car hobbyist!

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

#1 Ford Buys "defective" wiring for cruise controls by the thousands.
My 2003 Explorer got left over bad wiring like the 2002's!

#2 When I called NHTSA, I was told 5 recalls were issued for my 2003 Explorer. Ford only notified me of one! That was for the rear cargo hatch glass falling out of the hinges! Well, right after Ford "fixed" the hinges, the glass cargo hatch flew open while driving at highway speed and after that we have never used the glass part of the rear cargo hatch!
This is the standard response to your recall orders?

ATTACH ADDITIONAL SHEETS IF NECESSARY

Bremen, IN

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

SOUTH BEND IN 46702

11 JUN 2008 PM 1:17

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

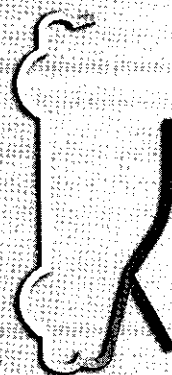
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382



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**



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