



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

15-DEC-2008

Repository ☐

Reference No.
10251823

OWNER INFORMATION (Type or Print)

Name

Address

City

JENISON

State

MI

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 an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

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

1FMZW74K33Z

Make
FORD

Model
EXPLORER

Model Year
2003

Date Purchased

Dealer's Name and Telephone Number

Engine:
No. Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

13-DEC-2008
10-JAN-2009

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000-ELECTRICAL SYSTEM, 180000-VEHICLE SPEED CONTROL

HAD CRUISE CONTROL DISENGAGED
BUT REPEAT OF PROBLEM

Failure Mileage
93000

Failure Speed
70

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 APPROXIMATELY 70 MPH WITH THE CRUISE CONTROL ACTIVATED, THE CONTACT DEPRESSED THE BRAKE PEDAL AND THE CRUISE CONTROL FAILED TO DEACTIVATE AFTER SEVERAL ATTEMPTS. IN ADDITION, THE CRUISE CONTROL ACTIVATION MECHANISM FAILED TO RESPOND AND THE VEHICLE WOULD NOT SLOW DOWN. IMMEDIATELY, THE VEHICLE WAS PULLED TO THE SIDE OF THE ROAD AND THE IGNITION KEY WAS TURNED OFF WITH THE GEAR SHIFTER PLACED IN THE PARK POSITION. THE VEHICLE COMPLETELY STOPPED. THE CONTACT WAS UNAWARE IF THE WARNING INDICATORS WERE ILLUMINATED ON THE INSTRUMENT PANEL. THE ENGINE REVVED AND THE RPM'S RACED WHEN THE IGNITION WAS RESTARTED. THE CONTACT TURNED OFF THE IGNITION AND, AFTER SEVERAL ATTEMPTS, THE ENGINE IDLED NORMALLY. WHENEVER THE CRUISE CONTROL SYSTEM WAS NOT IN USE, THE VEHICLE OPERATED PROPERLY. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VEHICLE HAS NOT BEEN REPAIRED. THE VIN WAS UNKNOWN. THE FAILURE AND CURRENT MILEAGES WERE 93,000.

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)

- SUV WOULD NOT STOP ACCELERATING AT 70 MPH. IN CRUISE CONTROL AT TIME. TRIED SHUTTING OFF CRUISE BUT DID NOT SLOW DOWN, FINALLY BRAKED AS MUCH AS POSSIBLE. THEN TURNED KEY OFF. EACH TIME I STARTED IT UP (6-8 TIMES) IT REVED UP TO 70 MPH IN PARK. FINALLY WORKED NORMAL. HAD AUTO MECH. DISENGAGE CRUISE CONTROL! NOT THE PROBLEM... IT DID IT AGAIN LESS THAN 1 MONTH LATER. NOT CRUISE CONTROL OF COURSE. HAD MECHANIC CLEAN THROTTLE & RELATED RELATED ITEMS AND HAVE NOT RE-EXPERIENCED. STILL SCAREY TO DRIVE.

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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

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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue 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 Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration