



U.S. Department
of Transportation
2009 MAR - 5 PM 2:10
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

02-FEB-2009

Repository ☐

Reference No.
10257203

OWNER INFORMATION (Type or Print)

Name

Address

City

TAYLORSVILLE

State

NC

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, please print the name or address to the vehicle manufacturer.
Signature of Owner _____ Date 2/10/09

VEHICLE INFORMATION

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

1FMZU67E32L

Make

FORD

Model

EXPLORER SPORT TRA

Model Year

2002

Date Purchased

11-31-07

Dealer's Name and Telephone Number

Hickory Wholesale 828 464-4687

Engine:

No: Cylinders

6

Fuel Type:

Gas

Original Owner

Dealer's City

Newton

State

NC

Multiple Failure:

Incident Date(s)

17-SEP-2008

Transmission Type

Automatic

☒ Antilock Brakes

Powertrain

☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL

Failure Mileage

99522

Failure Speed

25

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: DOTM9ABC036)

☐ 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

Y

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 2002 FORD EXPLORER SPORT TRAC. WHILE DRIVING BETWEEN 25-50 MPH ON WET PAVEMENT, THE VEHICLE ACCELERATED AND CRASHED INTO A DIRT EMBANKMENT. THERE WERE NO INJURIES AND THE FRONT END OF THE VEHICLE WAS SEVERELY DAMAGED. THERE WERE NO WARNING INDICATORS ILLUMINATED ON THE INSTRUMENT PANEL PRIOR TO THE FAILURE. THE VEHICLE HAS NOT BEEN TAKEN TO THE DEALER. THE CONTACT RECENTLY RECEIVED A RECALL NOTICE REGARDING THE VEHICLE SPEED CONTROL FAILURE AND THE POSSIBILITY THAT A FIRE COULD OCCUR. A POLICE REPORT WAS FILED. THE NHTSA CAMPAIGN ID NUMBER WAS UNAVAILABLE. THE FAILURE MILEAGE WAS 99,522.

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)

I was driving down the road, had cruise control on
come up on a curve and went to hit my brakes and
to slow down and the truck would not slow down
because cruise control would not let it slow down
and I spun around into a 360 and hit a dirt embankment
and spun around and spun around a couple of more times.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



**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 Avenue SE.
Washington, D.C. 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

