



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

22-JUL-2009

Repository

Reference No.

10277928

OWNER INFORMATION (Type or Print)

Name

Address

City

LANETT

State

AL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

1FMZU64W04U

Make

FORD

Model

EXPLORER

Model Year

2004

Date Purchased

10/23/06

Dealer's Name and Telephone Number

King Ford 334-750-7141

Engine:

No: Cylinders

8

Fuel Type:

Gas

Original Owner

Dealer's City

Valley

State

AL

Zip Code

36854

Transmission Type

Antilock Brakes

Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

15-JUN-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 181000 VEHICLE SPEED CONTROL: ACCELERATOR PEDAL

Failure Mileage

75000

Failure Speed

75,200

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 2004 FORD EXPLORER. WHILE DRIVING AT VARIOUS SPEEDS, THE ACCELERATOR PEDAL WOULD STICK AND CAUSE THE VEHICLE TO LURCH FORWARD AND SOMETIMES STALL. A TECHNICIAN STATED THAT THE THROTTLE SENSOR ASSEMBLY WAS THE CAUSE OF THE FAILURE. HE FURTHER STATED THAT THERE WERE ONLY FOUR PARTS IN THE UNITED STATES THAT WERE AVAILABLE FOR THE REPAIR. THE VEHICLE HAS NOT BEEN REPAIRED. THE FAILURE MILEAGE WAS 75,000 AND CURRENT MILEAGE WAS 75,200.

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.

August 19, 2009

Dear [REDACTED]

My vehicle has been repaired now - it took a total of 7 weeks for all this to be done. I was originally told there were only 4 parts in the whole U.S. and that the other dealerships would not release them. My husband and I also filed on the Ford Lemon Law website about my vehicle and the very next day my part came in out of no where; but it was the wrong part and then another week passed and the correct part came in and it took a week for my vehicle to be repaired; the dealership (who took very good care of us - Ford Motor Company did not they offered no help at all and were rude to my husband and offered no vehicle for me to use) stated that they had never had this happen to a Ford Explorer before and it took them twice as long to install the part. I didn't feel right just jumping in the vehicle after they said that - so they drove it for two days to make sure all was well.

I have never been through anything like this before and I hope no one else has too either.

Sincerely,

[REDACTED]



KING FORD-LINCOLN-MERCURY
CHRYSLER-DODGE

615 Fob James Drive
Valley, Alabama 36854
Phone: 756-7111
WATS: 1-800-238-5464



RO: 179075

Customer: 19597 Stock #: 06741A

TAG: [REDACTED]
VIN: 1FMZU64W04U [REDACTED]
2004 FORD EXPLORER WHT
Mileage In: 75349
Delivered: 10/23/2006
In Service: 10/23/2006
Date In: 07/23/2009 12:21
Deductible: 0.00
Expires on 01/23/2007 or 51908 Miles

LANETT AL

Home: [REDACTED] Work: [REDACTED]
Advisor: 000402-JAMES WALLACE Hat:
Extended Service : ROYAL not on file.
Contract # : Expires on 01/23/2007 or 51908 Miles

Promised: 07/23/2009 17:00 - Call when ready.

----- SERVICE HISTORY -----

RO #	RO Date	Miles	Op Cd	Advisor	Tech #	Pay Type/Operation	Comments
178604	06/19/09	75303	12	WALLACE, J	000299	C/ELEC ENGINE CONTR	
178604	06/19/09	75303	12FOZ	WALLACE, J	000299	C/ELECTRONIC ENG CONTR	
178604	06/19/09	75303	11FOZ	WALLACE, J	000299	C/MISC. REPAIR	
166142	02/22/07	51224		WALLACE, J	000013	W/BODY	

OP Customer Complaint

A CUSTOMER STATES ELEC ENGINE CONTR SFWF 12
GAS PEDAL STICKS AT TIMES.GOES DEAD AT TIMES.JERKS WHILE DRI

B CUSTOMER STATES MULTI-POINT INSPECT SFWF 30F99P
SCHEDULED MAINTENANCE

VISUAL INSP _____ REPAIR QUALITY VERIFICATION TEST DRIVE _____ REPAIR EXPL _____

*No Final Statement
& No Bill to
this day 8/19/09
JB*

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. KING FORD hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and KING FORD neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by KING FORD in no way affects the terms of the manufacturer's warranty.

"All parts installed are new/salvaged or reconditioned parts."
TERMS: STRICTLY CASH unless arrangements made.

ALL REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME.

Signature: _____



**KING FORD-LINCOLN-MERCURY
CHRYSLER-DODGE**

615 Fob James Drive
Valley, Alabama 36854
Phone: 756-7111
WATS: 1-800-238-5464



RO: 178604
Cashier: 000109 10:56-1
Date Out: 06/29/2009
Status: REPRINT
CLOSED
IN:0953OUT:1003
TAG: [REDACTED]
VIN:1FMZU64W04U [REDACTED]
2004 FORD EXPLORER WHT
Miles-In: 75303 Out: 75303
Delivered: 10/23/2006
In Service: 10/23/2006
Date In: 06/19/2009

Customer: 19597 Stock #:06741A

[REDACTED]
LANETT AL

Home: [REDACTED]
Advisor: 000402-JAMES WALLACE
Sold By: NOT ON FILE

Work: [REDACTED]
Hat:

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price	
[CUSTOMER PAY]							
A	SCPF	000299	11FOZ	CUSTOMER STATES MISC. REPAIR GAS PEDAL STICKS AT TIMES PART ON OREDER	Labor Total:	0.00	
						Operation Total:	0.00
[CUSTOMER PAY]							
B	SCPF	000299	12FOZ	CUSTOMER STATES ELECTRONIC ENG CONTR VEHICLE JERKS WHILE DRIVING ABOUT 50MPH.TRANS SHIFT?? SEE REPAIR 1	Labor Total:	0.00	
						Operation Total:	0.00
[CUSTOMER PAY]							
C	SCPF	000299	12	CUSTOMER STATES ELEC ENGINE CONTR VEHICLE WENT DEAD WHILE DRIVING.RESTARTED OK. SEE REPAIR 1	Labor Total:	0.00	
						Operation Total:	0.00

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

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"All parts installed are new/salvaged or reconditioned parts."
TERMS: STRICTLY CASH unless arrangements made.

Signature not on file

Signature: _____