



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

14-APR-2011

Repository ☐

Reference No.
10395906

OWNER INFORMATION (Type or Print)

Name
Address
City CHERRYSBERG State OH 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 Make FORD Model EXPEDITION Model Year 2005
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 ☐ Cruise Control Powertrain Multiple Failure: Incident Date(s) 01-APR-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 180000 VEHICLE SPEED CONTROL Failure Mileage 70000 Failure Speed

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: DOTMAL9ABC036) ☐ 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 2005 FORD EXPEDITION. WHILE DRIVING AT VARIOUS SPEEDS, THE CONTACT HEARD A BEEPING NOISE AND THEN NOTICED THAT THE CHECK ELECTRONIC THROTTLE WARNING LIGHT WAS ILLUMINATED AS THE VEHICLE LOST POWER. THE FAILURE RECURRED ON FOUR SEPARATE OCCASIONS. THE VEHICLE WAS TOWED TO A PRIVATE MECHANIC WHO ADVISED THE CONTACT THAT THE ELECTRONIC CONTROL MODULE HAD FAILED. HE REMOVED THE BATTERY TERMINAL, RESET THE COMPUTER, CLEARED ALL CODES, REPLACED THE THROTTLE POSITION SENSOR, AND CLEANED THE THROTTLE BODY. THE DEALER WAS NOTIFIED OF THE PREVIOUS FAILURES AND DID NOT OFFER ANY ASSISTANCE. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE CURRENT MILEAGE WAS 110,000 AND THE FAILURE MILEAGE WAS 70,000. THE VIN WAS UNAVAILABLE.

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.

Subject: FW: FW: NHTSA: Follow up to ODI Complaint: 10395906
Date: Monday, April 25, 2011 1:09:40 PM
Attachments: [EVOQ EMAIL RESPONSE.doc](#)
[10395906.pdf](#)

From: Mattson, Ryan CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)

Sent: Monday, April 25, 2011 12:27 PM

Subject: FW: FW: NHTSA: Follow up to ODI Complaint: 10395906

From: [REDACTED]
Sent: Monday, April 25, 2011 11:38 AM
To: DataQuality, DataQuality (NHTSA)
Subject: Fwd: FW: NHTSA: Follow up to ODI Complaint: 10395906

This latest was on I75 N bound near Lenoir City, TN ~75 MPH the vehicle ~80 degrees, clear, evening April 9, 2011. The vehicle beeped and died with a narrow shoulder on a winding section of road. From number 2 lane to right shoulder. Ford Customer Relations has been notified and unable to resolve. My wife, daughter and dog were nearly hit multiple times by oncoming traffic.

----- Forwarded message -----

From: [REDACTED]
Date: Mon, Apr 25, 2011 at 11:27 AM
Subject: Fwd: FW: NHTSA: Follow up to ODI Complaint: 10395906
To: dataquality@dot.gov

The VIN is 1FMFUL7565L [REDACTED]

Ford Customer Safety Program 07M08

Brondes Ford Maumee, OH ~55K miles Nov 07 ETB replaced, reprogrammed PCM and retested.

The TPS was replaced Nov 10 and had a failure Apr 11 per this submission.

<http://www.aboutautomobile.com/Complaint/2005/Ford/Expedition/Vehicle+Speed+Control>

[REDACTED] 2005 Ford Expedition Vehicle Speed Control Complaints

1	Complaint Number:	Incident Date:	Date Added to File:
	10395906	April 1, 2008	April 14, 2011

Description of the Complaint:

The contact owns a 2005 ford expedition. While driving at various speeds, the contact heard a beeping noise and then noticed that the check electronic throttle warning light was illuminated as the vehicle lost power. The failure recurred on four separate occasions. The vehicle was towed to a private mechanic who advised the contact that the electronic control module had failed. He removed the [Battery](#) terminal, reset the computer, cleared all codes, replaced the throttle position sensor, and cleaned the throttle body. The dealer was notified of the previous failures and did not offer any assistance. The manufacturer was not notified of the failure. The current mileage was 110,000 and the failure mileage was 70,000. The vin was unavailable.

[Details Discuss This Consumer Complaint at Forum](#)

- 2 **Complaint Number:** 10392731 **Incident Date:** December 23, 2010 **Date Added to File:** March 24, 2011

Description of the Complaint:

The contact owns a 2005 ford expedition. The contact stated while driving 35 mph, the electronic throttle control warning light was illuminated and the vehicle immediately stalled. The contact stated that the failure would recur when driving any speed. The vehicle would restart immediately and drive as normal. The dealer was contacted and stated that the throttle body would possibly need replacing at a cost of \$600. There were no recalls or [Warranties](#) for the failure. The manufacturer was not contacted. The failure mileage was 73,000 and the current mileage was 98,000.

[Details Discuss This Consumer Complaint at Forum](#)

- 3 **Complaint Number:** 10381010 **Incident Date:** October 25, 2010 **Date Added to File:** February 7, 2011

Description of the Complaint:

The contact owns a 2005 ford expedition eddie bauer edition(na). While driving 10-20 mph, the electronic throttle control light illuminated on the instrument panel. The vehicle stalled and the contact coasted the vehicle to the side of the road. After a few minutes, the vehicle was restarted and functioned properly. The light on the instrument panel turned off as well. The vehicle was taken to a local repair shop where the contact was informed that the throttle sensor needed to be replaced. The vehicle was repaired. The failure occurred again. The vehicle had not been repaired. The failure mileage was 92,000 and the current mileage was 94,000.

[Details Discuss This Consumer Complaint at Forum](#)

- 4 **Complaint Number:** 10378152 **Incident Date:** January 20, 2011 **Date Added to File:** January 21, 2011

Description of the Complaint:

The contact owns a 2005 ford expedition. While driving approximately 50 mph the vehicle stalled. After approximately three minutes the contact was able to restart the vehicle and continue driving. The contact also stated that the failure occurred intermittently in the past while driving at any speed. The failure and current mileages were 80,000. Updated 02/11/11 the tps sensor was replaced. However, the problem returned. Updated 03/11/11

[Details Discuss This Consumer Complaint at Forum](#)

- 5 **Complaint Number:** 10376271 **Incident Date:** January 11, 2011 **Date Added to File:** January 11, 2011

Description of the Complaint:

The contact owns a 2005 ford expedition. While driving approximately 40 mph the vehicle made a beeping noise and a warning light was displayed on the dashboard indicating to check the electronic throttle control. He lost all control of the vehicle when the accelerator pedal was engaged. He coasted the vehicle onto the side of the road, turned the vehicle off and back on. The vehicle began to function normally. He called an authorized dealer who ordered the parts based on his description of the failure. The vehicle had not been repaired when the complaint was filed. The failure and current mileages were 85,000.

[Details Discuss This Consumer Complaint at Forum](#)

- 6 **Complaint Number:** 10370958 **Incident Date:** December 9, 2010 **Date Added to File:** December 16, 2010

Description of the Complaint:

The contact owns a 2005 ford expedition eddie bauer. While driving approximately 45 mph, the contact stated that the vehicle stalled, when the electronic throttle control warning light illuminated causing the vehicle to loose power. The dealer was notified and informed the contact that there were no recalls and offered no further assistance. The manufacturer was informed and advised the contact that they were not aware of the problem and to file a complaint with NHTSA. The manufacturer also stated that they would document the complaint as well. The vehicle was not repaired. The current and failure mileages were approximately 58,000.

[Details Discuss This Consumer Complaint at Forum](#)

- 7 **Complaint Number:** 10364072 **Incident Date:** November 2, 2005 **Date Added to File:** November 4, 2010

Description of the Complaint:

Driving aprox. 45 mph loss control of throttle 2nd. Time this has happened.

[Details Discuss This Consumer Complaint at Forum](#)

- 8 **Complaint Number:** 10340758 **Incident Date:** June 30, 2010 **Date Added to File:** June 30, 2010

Description of the Complaint:

The contact owns a 2005 ford expedition. While traveling 45 mph he contact noticed that the check electronic throttle control light had appeared on the instrument panel , seconds later the vehicle had suddenly shut off. The vehicle was restarted and taken to the dealership where the throttle body was replaced. There were no prior warnings. The current and failure mileages was 65000.

[Details Discuss This Consumer Complaint at Forum](#)

- 9 **Complaint Number:** 10313735 **Incident Date:** February 21, 2010 **Date Added to File:** February 24, 2010

Description of the Complaint:

3rd incident of this issue with this vehicle and multiple complaints online. Vehicle runs fine and the wrench light will come on with a message "electronic throttle control" the vehicle remains on but throttle does not operate. One of the incidents happened in an intersection and under similar circumstances would have resulted in a crash. If the vehicle is turned off and restarted it works fine until next incident. This is very dangerous and I am very surprised that this has not been recalled with the numerous complaints of

this issue documented on the internet.

[Details Discuss This Consumer Complaint at Forum](#)

- 10 **Complaint Number:** 10313929 **Incident Date:** February 24, 2010 **Date Added to File:** February 24, 2010

Description of the Complaint:

2005 ford expedition 78,000 miles. In the last few months the car at times has felt as though there is little to no acceleration, almost like the car is in neutral. Today my car stalled and I was able to drift to the side of the road. The "check electronic throttle" light came on. The car is at the dealer now, with a \$600+ repair bill. Seems there should be a check for such systems. What would have happened had I been on a busier street or freeway.

[Details Discuss This Consumer Complaint at Forum](#)

- 11 **Complaint Number:** 10308927 **Incident Date:** December 22, 2008 **Date Added to File:** February 12, 2010

Description of the Complaint:

2005 ford expedition. While driving on the hwy the "check electronic throttle control" light came on and put the vehicle in "limp mode" I had no accelerator pedal control. December 22, 2008. Taken to dealer, no problem found. Code was " [P2104](#)". Same thing happened again december 20, 2009. Taken to dealer no problem or code found. When this happens ,you have no power. You have to coast to the side of the road and call for help.

[Details Discuss This Consumer Complaint at Forum](#)

- 12 **Complaint Number:** 10300417 **Incident Date:** January 2, 2010 **Date Added to File:** January 20, 2010

Description of the Complaint:

Car was running fine then beep and warning shows on dash something about "electronic throttle control. The car is still running but gas pedal doesn't work. I was stuck at a street light stopped until I could turn off and restart the car. This is the 2nd incident with this vehicle. It happened the first time driving over 50 mph on a highway and had to coast to the side of the road. There is apparently nothing that can be found wrong and no way to tell if it is going to happen again and why it happened. I have not done anything to repair since I can not find a reason as to why it happened to have it repaired.

[Details Discuss This Consumer Complaint at Forum](#)

- 13 **Complaint Number:** 10292431 **Incident Date:** November 16, 2009 **Date Added to File:** November 16, 2009

Description of the Complaint:

Driving 2005 ford expedition passed through intersection driving 45 mph and all of a sudden car light turned on and read electronic throttle control failure and car immediately could not drive over 5 mph. I turned and got off the main road, scared that I was going to get hit by another car. Was able to turn car back on after leaving the car there for a few hours, told that I needed to replace the throttle body and I have 53,000 and not under warranty. This is a safety concern this could have caused a serious accident!

[Details Discuss This Consumer Complaint at Forum](#)

- 14 **Complaint Number:** **Incident Date:** October 13, **Date Added to File:** October 23,

10289630

2009

2009

Description of the Complaint:

The contact owns a 2005 ford expedition. While driving 25 mph the check electronic throttle control warning light illuminated on the instrument control panel, and then the vehicle stalled. He was able to safely restart the vehicle to resume normal vehicle operation. The dealer was notified, and a technician stated that they were aware of the failure, but because they were no recalls they would not provide any assistance. The vehicle will be repaired. The failure and current mileages were 45000.

[Details Discuss This Consumer Complaint at Forum](#)

- 15 **Complaint Number:** 10280894 **Incident Date:** August 13, 2009 **Date Added to File:** August 18, 2009

Description of the Complaint:

Own a 2005 ford expedition, in the past 6 months at about a rate of once/month the engine will shut off loss of power with difficulty steering, the vehicle has indicated that the electronic throttle control is the issue. Once I'm able to coast the vehicle to the side of the road I shut off the vehicle and restart within a few minutes and able to continue until the next incident with this problem. I have researched through the internet and have found numerous complaints in reference to this same issue with some involving accidents due to the inadvertent loss of power. I have contacted the ford motor company and they will only tell me that they will not do anything to cover this. This is a serious safety issue and needs to be addressed before someone is killed in a motor vehicle accident due to this problem.

[Details Discuss This Consumer Complaint at Forum](#)

- 16 **Complaint Number:** 10264202 **Incident Date:** April 5, 2009 **Date Added to File:** April 6, 2009

Description of the Complaint:

I was driving 55mph on highway, when all of a sudden there was no power to gas pedal. The check electronic throttle control light flashed, I pulled over three lanes to side of road. I sat there trying to start vehicle continuously, finally after 10 minutes it started. My 9 month old daughter and I was almost killed on the highway due to this problem. My vehicle is now running terrible. I came home to see if I could find anything on the internet and found that this is common in the 2005 ford expedition and nothing is being done. Is it going to take someone getting killed for ford to recall this problem? it obviously is a manufacturing problem and they are doing nothing about it. I will be contacting ford tomorrow to see about getting my vehicle in and fixing this.

[Details Discuss This Consumer Complaint at Forum](#)

- 17 **Complaint Number:** 10261405 **Incident Date:** March 9, 2009 **Date Added to File:** March 10, 2009

Description of the Complaint:

2005 ford expedition - loses complete power unexpectedly. Happens off-and-on. Difficult to re-create problem to mechanic. Blogs full of similar experiences. Very unsafe condition while on an expressway. Receive error message - "check throttle control". Cost \$500 to replace throttle body. Seems to be popular problem in the 2005 expedition.

[Details Discuss This Consumer Complaint at Forum](#)

- 18 **Complaint Number:** **Incident Date:** November **Date Added to File:** January 3,

10253679

28, 2008

2009

Description of the Complaint:

When I turned the engine on and put car on reverse it speed out of control, immediately try to push on brakes but it didn't stop and I crashed into a palm tree.

[Details Discuss This Consumer Complaint at Forum](#)

19 **Complaint Number:** 10177559 **Incident Date:** December 28, 2006 **Date Added to File:** January 2, 2007

Description of the Complaint:

I own a 2005 ford expedition (limited) on a number of occasions my vehicles motor has revived up and I had to put my foot on the brake very hard to prevent crashing into vehicles in front of me... It also happened one time when I was going about 50 mph and the car for now apparent reason accelerated to 60 very quickly. I have reported this to the dealer on three separate occasions and they advise that there is nothing wrong with the vehicle. (maroney ford, delray beach, fl)

[Details Discuss This Consumer Complaint at Forum](#)

20 **Complaint Number:** 10171818 **Incident Date:** September 1, 2006 **Date Added to File:** October 25, 2006

Description of the Complaint:

The contact stated while at a stop light, the contact depressed the brake pedal and the vehicle began to accelerate as if cruise control was engaged. The contact tried to depress the brake pedal harder until it goes away. There was no warning signal prior to the incident. The problems persisted intermittently while the vehicle was idling. The vehicle was taken to the service dealer who could not duplicate the problem. The second time, the service dealer adjusted the calibration for a temporary remedy. After a couple of months, the problem persisted and the vehicle was taken back to the dealer, who installed a flight record box. The contact kept the flight record box for two weeks and returned to the service dealer but the readings could not be determined. The vehicle was taken to the dealer six separate times for the same problem. The manufacturer was notified and did not offered any resolution.

[Details Discuss This Consumer Complaint at Forum](#)

21 **Complaint Number:** 10152457 **Incident Date:** March 1, 2006 **Date Added to File:** March 11, 2006

Description of the Complaint:

Engine goes to full throttle at start up and while in gear with my foot on the brake at a stop sign. Problem has been reported and documented with the dealer service department but has not been corrected. First incident was within the first week after purchase in july 2005. Last incident was last week, march 2006.

[Details Discuss This Consumer Complaint at Forum](#)

22 **Complaint Number:** 10139609 **Incident Date:** September 30, 2005 **Date Added to File:** October 13, 2005

Description of the Complaint:

Vehicle was being driven at about 20 mph when it suddenly accelerated and almost lost of control of the vehicle. Plowed into the brakes and pulled vehicle over to set in park and shut down engine. This is the second incident in the last 3 months. This vehicle is very dangerous to occupants of the vehicle and anyone/anything out on the roads.

[Details Discuss This Consumer Complaint at Forum](#)

23 **Complaint Number:** 10139613 **Incident Date:** July 20, 2005 **Date Added to File:** October 13, 2005

Description of the Complaint:

Vehicle was being driven in a parking lot. We stopped to allow a car to pull out of the parking space. The brake was released to allow the car to slowly roll into the parking space when it suddenly accelerated. My wife plowed into the brakes as the vehicle came close to running over pedestrians walking by. Dealer checked and found nothing wrong. This is one of two incidents in a 3 month period. This vehicle is a major catastrophe waiting to happen, please beware of the danger.

[Details Discuss This Consumer Complaint at Forum](#)

This is a known issue that may be on par with the Pinto and Explorer failures that cost benefit analyses drove profits over human safety. Numerous similar complaints warrant a recall and formal investigation. I intend to forward this information to several US Congressmen for their visibility to ensure appropriate action.

Please respond to acknowledge receipt.

-----Original Message-----

From: EVOQ@dot.gov [mailto:EVOQ@dot.gov]

Sent: Thursday, April 21, 2011 8:12

To: [REDACTED]

Subject: FW: NHTSA: Follow up to ODI Complaint: 10395906

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov <mailto:dataquality@dot.gov> or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation