



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  
**SEP 16 2011**  
17-AUG-2011

Repository   
Reference No.  
10419852

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City DOWNINGTOWN State PA Zip Cod [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]  
Evening Telephone Number [REDACTED]

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  
1FMDU72K24Z [REDACTED]  
Make FORD Model EXPLORER 4WD Model Year 2004  
4.0I SOHC ENGINE  
Date Purchased 9-15-04 Dealer's Name and Telephone Number Sloan Ford 610-363-2870 Engine: No: Cylinders v6 Fuel Type: Regular  
Original Owner  Dealer's City 415 LINCOLN HWY, EXTON State PA Zip Code 1934  
Transmission Type 5 SPEED AUTO O/D  Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 12-AUG-2011  
 Cruise Control

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 103000 POWER TRAIN: AUTOMATIC TRANSMISSION, 060000 ENGINE AND ENGINE COOLING  
Failure Mileage 42000 Failure Speed 50

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15)  
DOT No. (Example: DOTM19ABC036)  Original Equipment  Prior Repair Failure Location:  
Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**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. THE CONTACT WAS DRIVING 50 MPH WHEN THE ENGINE STALLED AND THE VEHICLE CAME TO A COMPLETE STOP. THE INSTRUMENTAL PANEL GAUGES WERE ILLUMINATED DURING THE FAILURE. THE VEHICLE RESTARTED IMMEDIATELY, AND WAS TAKEN THE DEALER. THE MANUFACTURER WAS CONTACTED, HOWEVER THE VEHICLE HAD NOT BEEN REPAIRED. THE FAILURE MILEAGE WAS 42,000 AND THE CURRENT MILEAGE 42,933.

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.

Aug. 31, 2011

Ford/Motor Co.  
NHTSA.

I WENT ON A 900 MILE TRIP WITH NO PROBLEMS. I CAME HOME AND HAD MY CAR WASHED & DETAILED, WHICH THEY MOVED AROUND THE STEERING COLUMN.

TWO DAYS LATER, MY CAR STOPPED IN IT'S TRACKS AT 50 MPH. THE DASH LIGHTS FLASHED ON & OFF AND IT DIED. I STOPPED AT GOODYEAR & HAD IT CHECKED & INSPECTED, COULDN'T FIND ANY PROBLEM, EXCEPT A BULLETIN, WAS TOLD TO GO TO SLOAN FORD, WHERE I BOUGHT THE CAR NEW, TO GET A PART FOR THE THROTTLE PETALE AND HAVE THE PCM SET.

I THEN WENT TO SLOAN FORD, AND BECAUSE THEY COULDN'T FIND ANYTHING WRONG AND IT DIDN'T STOP ON A TEST DRIVE THEY WOULDN'T REPLACE THE PART.

IN THE MEANTIME, I'M DRIVING A CAR THAT IS LIKE A "TIME BOMB" I COULD GET KILLED AND MAYBE KILL OTHERS.

IT'S A SHAME, BECAUSE I DID LIKE THE CAR, AND NOW I AM TERRIFIED WITH IT.

BECAUSE OF IT STOPPING ON ME AND THE BULLETIN THAT IS OUT, I KNOW THERE IS SOMETHING WRONG WITH THIS CAR AND SO DO YOU. PLEASE, I WOULD LIKE IT FIXED.

Thank you  
[REDACTED]

## 4.0L/4.6L - THROTTLE PEDAL RESPONSE ON TIP-IN

### TECHNICAL SERVICE BULLETIN

Reference Number(s): 04-26-20, Date of Issue: December 31, 2004

FORD: 2004-2005 Explorer

MERCURY: 2004-2005 Mountaineer

Superseded Bulletin(s): 04-22-5, Date of Issue: November 15, 2004

### DESCRIPTION

**NOTE:** This article supersedes TSB 04-22-5 to update applications.

### THROTTLE PEDAL RESPONSE ON TIP-IN

### ISSUE

Some 2004-2005 Explorer 4dr and Mountaineer vehicles built before 10/4/2004 with a 4.0L engine, or before 12/14/2004 with a 4.6L engine, may exhibit issues related to the throttle pedal response on tip-ins from a stop and on deceleration tip-ins.

### ACTION

Reprogram the powertrain control module (PCM) to the latest calibration level using WDS release B34.9, or B35.1 and higher. Calibration files may also be obtained at [www.motorcraft.com](http://www.motorcraft.com).

**NOTE:** THIS NEW CALIBRATION IS NOT INCLUDED IN THE B35 CD.

**NOTE:** THROTTLE PEDAL RESPONSE WITH ELECTRONIC THROTTLE CONTROL (ETC) DIFFERS FROM RESPONSE WITH A THROTTLE CABLE. REPROGRAMMING THE PCM WILL IMPROVE, BUT MAY NOT ELIMINATE, THIS CONDITION.

### WARRANTY INFORMATION

**WARRANTY STATUS:** Eligible Under Provisions Of New Vehicle Limited Warranty Coverage.

### WARRANTY INFORMATION

Operation	Description	Time
042620A	2004-2005 Explorer/Mountaineer: Check	0.4 Hr.

	For Diagnostic Trouble Codes And Reprogram Powertrain Control Module	
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**DEALER CODING**

Basic Part No.	Condition Code
RECAL	04

**:: TOP ::**

# GOODYEAR AUTO SERVICE CENTER

A DIVISION OF THE GOODYEAR TIRE & RUBBER COMPANY  
 3151 E LINCOLN HWY  
 THORNDALE, PA 19372  
 FEDERAL TAX ID# 340253240  
 (610)384-0202 HOURS 7-MON-FRI. 7-6SAT. 9-5SUN  
 www.GoodyearAutoService.com

**INVOICE**  
**117189**

PAGE: 01 COPY: 01

BILL TO: [REDACTED]  
 DOWNINGTOWN, PA [REDACTED]

PHONE 1..... [REDACTED] EXT.  
 PHONE 2.....  
 RETURN PARTS.. NO  
 PRIOR INVOICE. 110908  
 TERR/NONSIG... 1347/901347  
 DATE REQUESTED 08/13/11

VEH YEAR/MAKE. 04 FORD TRUCK  
 VEHICLE MODEL. EXPLORER  
 VEHICLE COLOR.  
 LICENSE/STATE. / PA  
 ENG. SIZE..... V6-245 4.0L SOHC  
 TIME REQUESTED

ODOMETER IN/OUT 042832 / 042832  
 VEHICLE IN.... 08/13/11 09:24 AM  
 VEHICLE OUT... 08/13/11 12:14 PM  
 EMISS EXP DT... 08/2012  
 ST INSP EXP DT. 08/2012  
 SALESMAN..... 050 / 050

ACCOUNT # COB TC CUST# TYPE/STATE AUTHORIZATION CREDIT CARD NO.  
 134700005 R 01 09224 0 PA 01348R 3730

SLS TECH	PRODUCT CODE	BC QTY	DESCRIPTION	UNIT PRICE	LBR/EXCISE	LINE
050 058 059 LABOR	047-515	R 1	SYSTEM PERF TEST	.00	49.00	
050 058 059	046-000	R 1	VEHICLE JUST CUTS OFF AT DIFFERENT TIMES	.00	.00	
050 058 059	046-000	R 1	AND WHEN CUSTOMER LETS OFF ON GAS IT WILL	.00	.00	
050 058 059	046-000	R 1	CUT OFF	.00	.00	
050 058 059	048-200	R 1	MCI LINE CHARGE	2.40	.00	
050 058 059	048-200	R 1	PA STATE STICKER	2.00	.00	
050 058 059	048-130	R 1	EMISSION CERTIFICATION TEST	.00	30.60	
050 058 059	048-120	R 1	REGULATED VEHICLE INSPECTION	.00	19.95	
050 058 059 LABOR	094-285	R 1	AIR FILTER & INSTALLATION	22.00	4.00	
	R87484		1.00 AIR FILTER			
050 058 059	080-202	R 1	3-STEP FUEL & INDUCTION SYSTEM CLEANING	32.95	77.00	1

**CONTINUED NEXT PAGE**

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<u>SLS TECH</u>	<u>PRODUCT CODE</u>	<u>BC QTY</u>	<u>DESCRIPTION</u>	<u>UNIT PRICE</u>	<u>LBR/EXCISE</u>	<u>LINE</u>
						SUMMARY:
						PARTS TOTAL..... 59
						LABOR TOTAL..... 180
						CHARGED AMOUNT 268
						TAXABLE AMOUNT 252
						SHOP SUPPLIES * 12
						SUB TOTAL..... 252
						SALES TAX( 6.000%) 15
X----- CUSTOMER AUTHORIZATION FOR TOTAL						<b>INVOICE TOTAL</b> <b>\$268.03</b>

GO WHERE YOU'RE CELEBRATED, NOT WHERE YOU'RE TOLERATED

THANK YOU FOR YOUR BUSINESS! IF YOU ARE NOT 100% SATISFIED,  
PLEASE CONTACT THE STORE MANAGER, ROBERT MORISCO, AT (610)384-0202

SALES ASSOC(S):	050 HARRY P.		TREAD DEPTH L/F.....	5/32	R/F....	5
TECHNICIAN(S):	058 ROBERT H.	059 JAMES G.	TREAD DEPTH L/R.....	5/32	R/R....	5

AUTHORIZED BY. CUST	AUTH REC'D BY. NICHOLAS R	MANNER REC'D.. DR
AUTH PHONE....	AUTH DATE.....	AUTH TIME.....
REVISED TOTAL. 252.85	ADD'L AMOUNT.. 93.04	REPAIRS DESC..

BY LAW YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES AS NEEDED

ALL PARTS ARE NEW (AFTER-MARKET REPLACEMENTS) UNLESS OTHERWISE SPECIFIED.

\*SHOP SUPPLY FEES COVER MISC MATERIALS USED IN SERVICING YOUR VEHICLE THAT DO NOT APPEAR ELSEWHERE ON THIS INVOICE AND FOR PRO  
SEE REVERSE SIDE FOR IMPORTANT SAFETY WARNING AND WARRANTY INFORMATION

CUSTOMER #: 43284

169541

# Sloan Motors, Inc.

415 W. Lincoln Hwy.  
Exton, PA 19341-2507  
610-363-2870  
610-524-7269-Fax



\*INVOICE\*

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DOWNINGTOWN, PA

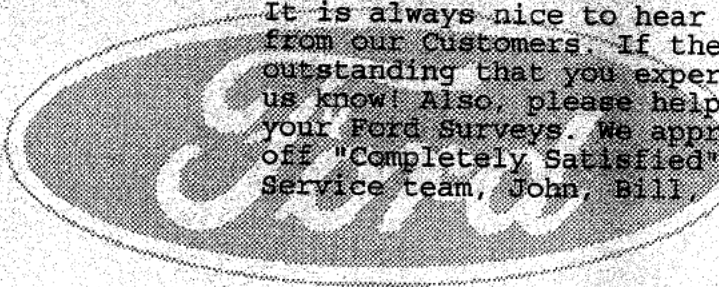
HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 4086 SHELBY PATTERSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT		
G2 RED FLE	04	FORD EXPLORER	1FMDU72K24Z		42854/42926		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
16SEP04 DE			WAIT 15AUG11		94.00	CASH	16AUG11
R.O. OPENED	READY	OPTIONS: STK:E40111 DLR:01209 ENG:4.0L_SOHC_V6					
13:51 15AUG11	11:15 16AUG11	TRN:AUTO_O/D					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A VEH STALLS OUT WHEN COMING TO A STOP AND AT 50 MPH							
W TEST DROVE VEHICLE 75 MILES WITH CUSTOMERS PERMISSION, DID NOT VERIFY ANYTHING ABNORMAL. AS PER CUSTOMER, REPROGRAM PCM (POWERTRAIN CONTROL							
				3649 CP		47.00	47.00
W MODULE):							
				3649 CP		0.00	0.00
PARTS:				0.00	LABOR:	47.00	OTHER: 0.00
					TOTAL LINE A:		47.00

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It is always nice to hear "Good Feedback" from our customers. If there is anything outstanding that you experience, please let us know! Also, please help us by returning your Ford Surveys. We appreciate if you check off "Completely Satisfied" Thanks from your Service team, John, Bill, Travis and Shelby

"DISCLAIMER OF WARRANTY"	DESCRIPTION	TOTALS
THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY	LABOR AMOUNT	47.00
	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	INSPECTION STICKERS	0.00
	TOTAL CHARGES	47.00