

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 JAN 3 2012 24-OCT-2011	
OWNER INFORMATION (Type or Print)					
Name [REDACTED]			Daytime Telephone Number [REDACTED]		E-mail Address
Address [REDACTED]			Evening Telephone Number		
City	State	Zip Code			
SALT LAKE CITY	UT	[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 1FMDU34X4S [REDACTED]			Make FORD	Model EXPLORER	Model Year 1995
Date Purchased 1995	Dealer's Name and Telephone Number		Engine: No: Cylinders 6	Fuel Type: unleaded 87+	
Original Owner ☐	Dealer's City	State	Zip Code		
Transmission Type STANDARD	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 22-OCT-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL				Failure Mileage 150000	Failure Speed 50
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: DOTM4L9ABC036)	☐ 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	Number of Deaths	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 1995 FORD EXPLORER. WHILE DRIVING APPROXIMATELY 50 MPH, THE CONTACT NOTICED AN INCREASE IN ENGINE RPMs. THE VEHICLE SUDDENLY ACCELERATED ABNORMALLY. THE CONTACT WAS ABLE TO STOP THE VEHICLE BY DEPRESSING THE BRAKES AND THE VEHICLE WAS TOWED TO THE DEALER. THE TECHNICIAN INSPECTED THE VEHICLE AND FOUND THAT THE THROTTLE PEDAL WAS STICKING TO THE HOOD RELEASE CABLE. THE TECHNICIANS REPOSITIONED THE CABLE. THE APPROXIMATE FAILURE MILEAGE WAS 150,000. <i>The engine RPM red lined 2 or 3 times before I regained control of engine RPM by downshifting, clearing road, and turning off ignition.</i>					
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.					

CUSTOMER #: 50296

1 888 327 4236
10-24-11
CALLED MHTSA 216491
10482629 *INVOICE*

Larry H. Miller
Ford SALT LAKE CITY

1340 SOUTH 500 WEST, SALT LAKE CITY, UTAH 84115
PHONE: (801) 488-1880 · FAX: (801) 488-1888
www.lhmford.com

SALT LAKE CITY, UT

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HOME

CONT:

BUS:

CELL:

SERVICE ADVISOR: 1344 MIKE E GREEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GREY	95	FORD EXPLORER	1FMDU34X4S2		114552/114552	T4886	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN95 DD			17:00 22OCT11			CASH	22OCT11
R.O. OPENED		READY	OPTIONS: DLR:VO ENG:4.0L V6 GAS 10)12921				

10:28 22OCT11	11:26 22OCT11						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A TOWED IN-ENGINE RPM'S STICK ON HIGH SIDE-CHECK AND ADVISE
450 DRIVABILITY

1082 CHRISTENSEN, BRIAN D. LIC#: 3137

CCR

49.00 49.00

PARTS: 0.00 LABOR: 49.00 OTHER: 0.00 TOTAL LINE A: 49.00

114552 FOUND THROTTLE PEDAL STICKING ON HOOD RELEASE CABLE.

REPOSITIONED CABLE. R/TEST

B ATW Multi-point inspection.

99P ATW Multi-point inspection.

1082 CHRISTENSEN, BRIAN D. LIC#: 3137

CCR

0.00 0.00

GBATT BATTERY IS CURRENTLY IN GOOD CONDITION

1082 CHRISTENSEN, BRIAN D. LIC#: 3137

CCR

0.00 0.00

GBK BRAKE LININGS ARE CURRENTLY IN GOOD CONDITION

1082 CHRISTENSEN, BRIAN D. LIC#: 3137

CCR

0.00 0.00

GTIRE TIRES ARE CURRENTLY IN GOOD CONDITION

1082 CHRISTENSEN, BRIAN D. LIC#: 3137

CCR

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

EST: 0.01 22OCT11 10:28 SA: 1344

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER

3.92

Thank You For Your Business!!!!

You may receive a survey from Ford Motor Company. If for any reason we haven't earned "COMPLETELY SATISFIED" please give us the opportunity to resolve any problems you may have by contacting our service manager-

ABE CARTER at 832-6353

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER FORD SALT LAKE CITY HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Ford Salt Lake City, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.

A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

CUSTOMER SIGNATURE	DESCRIPTION	TOTALS
	LABOR AMOUNT	49.00
	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	3.92
	SUB TOTAL	52.92
	LESS INSURANCE	0.00
	SALES TAX	3.63
	PLEASE PAY THIS AMOUNT	56.55

Customer Copy