



U.S. Department of Transportation
National Highway Traffic Safety Administration

INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6)

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148

Date Received 07-OCT-2013	Repository <input type="checkbox"/>
	Reference No. 10547072

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

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City SHADY COVE State OR Zip Code [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 1FMHK8F83CG [REDACTED]	Make FORD	Model EXPLORER	Model Year 2012
Date Purchased 05-OCT-2011	Dealer's Name and Telephone Number LITHIA FORD OF ROSEBURG #61 541-440-1406	Engine: No: Cylinders 5	Fuel Type: REGULAR UNLEADED
Original Owner <input type="checkbox"/>	Dealer's City ROSEBURG	State OR	Zip Code 97470
Transmission Type <input type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 07-OCT-2012

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS) ADAPTIVE CRUISE CONTROL	Failure Mileage 14000	Failure Speed 70
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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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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 2012 FORD EXPLORER. THE CONTACT STATED THAT WHILE DRIVING 70 MPH, THE VEHICLE INDEPENDENTLY ENGAGED THE BRAKES. THE VEHICLE WAS DESIGNED WITH A UNIQUE BRAKING PROGRAM DESIGNED TO ENGAGE WITH THE CRUISE CONTROL WHEN THE VEHICLE WAS APPROACHING A SECOND VEHICLE. THE SYSTEM ENGAGED DESPITE THERE NOT BEING A VEHICLE IN FRONT OF THE CONTACT'S VEHICLE. THE VEHICLE WAS TAKEN TO A DEALER FOR DIAGNOSIS AND THE CONTACT WAS INFORMED THERE WAS NO REMEDY FOR THE FAILURE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 14,000 AND THE CURRENT MILEAGE WAS 28,000.

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.

U.S. DEPARTMENT OF TRANSPORTATION

NATIONAL HIGHWAY TRAFFIC SAFETY

You have requested a more detailed description of the failure of the ADAPTIVE SPEED CONTROL in my Ford Explorer.

The Owner's Manual provided to me by the Ford Motor Company says that it is the drivers responsibility to stay alert, drive safely and be in control of the vehicle at all times when using Adaptive Cruise Control.

The statement above is False and the driver can't drive safely and be in control at all times when using Adaptive Cruise Control under dangerous situations not listed in the owner's manual.

My adaptive cruise control works fine when my car is following a vehicle in my lane. When my car is in a separate passing lane passing a large semi truck with large bright aluminum or light colored sides, on a straight highway without curves, my car occasionally applies the brakes as if I was following in the same lane as the truck.

This doesn't happen when I am passing large trucks, like car carriers, cement trucks, logging trucks, or any trucks that don't have bright flat sides. I believe that the radar sensors on my car get a reflection from the large bright sides on some trucks. On at least three occasions since I bought this car new I have had cars following me too close and almost run into me when my car put the brakes on.

This problem happens mostly when I am driving on Interstate 5 , on a straight highway without curves, from Oregon too Southern California to visit close relatives. I am driving at the 70 mile speed limit and trucks are supposed to drive at the 55 mile speed limit causing me to pass many trucks.

The only way I can rapidly stop the emergency braking is by putting my foot on the accelerator pedal and increasing the speed or by putting my foot on the brake pedal to take it out of adaptive cruise control and cruise control. I can also take my eyes off the road and push a button on the steering wheel that would turn off cruise control and adaptive cruise control.

The only way I can drive the car with cruise control and not use the adaptive cruise control that causes these problems is to stop the car and spend a minute going through several steps pushing buttons on the dashboard to turn off adaptive cruise. I must go through these steps every time I stop for gas, a rest stop, meals and any other reason or the adaptive cruise control automatically turns on along with cruise control.

I frequently drive on two lane roads using adaptive cruise control and I like it, but interstate highways with passing lanes I feel are dangerous with adaptive cruise control radar sensors.

I would be satisfied if I could just turn on cruise control all the time when I need it on freeways without having the adaptive cruise automatically turn on each time I use cruise control. Cruise control alone keeps me alert by not taking my eyes off the road and helps me drive safely by making sure I am not driving too fast. I have frequently cleaned the radar sensors to avoid the problem but it does not work.

I first alerted Ford Motor Company about this problem shortly after I purchased the car. The dealer checked out the radar sensors to see if they were out of alignment and referred me to the Ford Companies main office when they couldn't fix the problem. They told me that there may be a fix if enough people complain about it and that they would let me know if they could find a way for me to turn on adaptive cruise only when I need it.

Since I did not receive an answer to my first complaint I recently contacted my ford dealer again and had them recheck the sensors without any fix. I am attaching the work order they completed and the case number they assigned to it.

If you need additional information please call me.

Thanks for your help.

[REDACTED]

[REDACTED]

INVOICE

Invoice #: 264023



Tag #: T3833

LITHIA FORD LINCOLN OF ROSEBURG #61
1650 NE STEPHENS · ROSEBURG, OR 97470
P.O. BOX 968

SHADY COVE, OR

Home: [REDACTED] Bus: [REDACTED] Customer #: 1009857

Cell: [REDACTED] Email: [REDACTED] Service Advisor: 162587 TRISHA SCHERF (541) 440-1406 · SERVICE FAX (541) 440-1419

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
JY/	12	FORD EXPLORER	1FMHK8F83CG [REDACTED]	[REDACTED]	28192	28192			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
05OCT11			17:00 24SEP13		0.00	CASH	24SEP13	10:37 24SEP13	10:47 24SEP13

OPTIONS: STK:CGA28102 1)LIFETIME OIL STANDARD, DSSP, 818125, GAS 2)FESC, NCLR, 299938, 05OCT11, 84/100, 200.00 DED

ASSURED SERVICE
RIGHT NOW SERVICE
 QUALITY SERVICE WHEN YOU NEED IT,
 THE WAY YOU WANT IT.

UP FRONT PRICING
 THE PRICE YOU'RE QUOTED IS THE
 PRICE YOU'LL PAY... PERIOD

**3 YEAR/50K MILE
 REPAIR WARRANTY**
 IF IT BREAKS, WE FIX IT... FREE



WE SELL TIRES
 WITH EVERY TIRE PURCHASE
 YOU RECEIVE:

- FREE TIRE REPLACEMENT
- FREE TIRE ROTATION
- FREE FLAT REPAIRS

**HOW'S OUR
 DRIVING ?**

LITHIA Cares.com
[877] 875-5829

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST STATES WHILE DRIVING ON FREEWAY AND GOES TO PASS A SEMI THE BRAKES WILL APPLY ON ITS OWN THINKING ITS TO CLOSE TO ANOTHER VEH						(N/C)
	EL ELECTRICAL SYSTEMS						0.00
	77364 PAXTON, KEVIN LIC#: 0359						
	WF4						
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:						0.00
	28192 ASPER FORD UNABLE TO DISABLE ADAPTIVE CRUISE CONTROL AT THIS TIME. NO TSB,S PERTAINING TO THIS CONCERN						

B	COURTESY VEHICLE INSPECTION						
	99P COURTESY VEHICLE INSPECTION						
	77364 PAXTON, KEVIN LIC#: 0359						
	CI						
	GBATT BATTERY O.K. Battery condition is good						0.00
	77364 PAXTON, KEVIN LIC#: 0359						
	CFR						
	GBK DISC OVER 5MM AND DRUM OVER 2MM						0.00
	77364 PAXTON, KEVIN LIC#: 0359						
	CFR						
	GTIRE TIRES INSPECTED AND TREAD LIFE IS OK AT THIS TIME						0.00
	77364 PAXTON, KEVIN LIC#: 0359						
	CFR						
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:						0.00
	28192 COMPLETED FORD VEHICLE INSPECTION REPORT. SEE ADVISOR FOR DETAILS						0.00

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT
 In the course of servicing, OE equivalent parts may be used.
 The factory warranty constitutes all of the warranties with respect to the sale of this item/terms. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/terms. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C § 1 et. seq. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

CUSTOMER SIGNATURE _____

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INS/DED/DIS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NATIONAL Hwy TRDF
 1800-424-9383 CONF: 10547072
 EMAIL: NH TSA.GOV

INVOICE

Invoice #: 264023



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LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

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RIGHT NOW SERVICE

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3 YEAR/50K MILE REPAIR WARRANTY

IF IT BREAKS, WE FIX IT... FREE



YOU MAY RECEIVE A SATISFACTION SURVEY BY MAIL OR PHONE. IF YOU'RE UNABLE TO ANSWER COMPLETELY SATISFIED TO ALL THE QUESTIONS, PLEASE CONTACT OUR SERVICE MANAGER..... YOUR SATISFACTION IS OUR #1 GOAL! THANK YOU FOR COMING TO LITHIA AUTO CENTER!! SERVICE DEPT OPEN SATURDAY 8:00AM-4:00PM



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WITH EVERY TIRE PURCHASE YOU RECEIVE:

- FREE TIRE REPLACEMENT
- FREE TIRE ROTATION
- FREE FLAT REPAIRS

1-800-392-3673
CASE# CAS-2 975461-PIT5K6

HOW'S OUR DRIVING ?

LITHIA Cares.com

[877] 875-5829

"I acknowledge notice and oral approval of an increase in the original estimated price. Signature or initials"

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LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS/DED/DIS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00