


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p><b>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)</b> DOT Auto Safety Hotline</p> <p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>		<p>Date Received</p> <p>18-SEP-2015</p>	<p>Repository <input type="checkbox"/></p>	<p>Reference No.</p> <p>10765028</p>	
<p>Name [REDACTED]</p>		<p>Daytime Telephone Number</p> <p>[REDACTED]</p>	<p>E-mail Address</p> <p>[REDACTED]</p>	<p>Evening Telephone Number</p> <p>[REDACTED]</p>	
<p>Address [REDACTED]</p>		<p>City SEBASTIAN ✓</p>	<p>State FL ✓</p>	<p>Zip Code [REDACTED] ✓</p>	
<p><i>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).</i></p>					
<p><b>VEHICLE INFORMATION</b></p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p> <p>1FMHK7D84CG [REDACTED] ✓</p>		<p>Make</p> <p>FORD ✓</p>	<p>Model</p> <p>EXPLORER ✓</p>	<p>Model Year</p> <p>2012 ✓</p>	
<p>Date Purchased</p> <p>Jan 11, 2014</p>	<p>Dealer's Name and Telephone Number</p> <p>Vero Beach Chrysler Jeep Dodge</p>		<p>Engine:</p> <p>No: Cylinders</p> <p>6</p>	<p>Fuel Type:</p> <p>89 Octaine</p>	
<p>Original Owner</p> <p><input type="checkbox"/></p>	<p>Dealer's City</p> <p>Vero Beach</p>	<p>State</p> <p>FL</p>	<p>Zip Code</p> <p>32962</p>		
<p>Transmission Type</p> <p>Automatic</p>	<p><input checked="" type="checkbox"/> Antilock Brakes</p> <p><input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain</p> <p>[REDACTED]</p>	<p>Multiple Failure:</p> <p>same failure mode</p>	<p>Incident Date(s)</p> <p>17-SEP-2015</p>	
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Vehicle Component Code: ENGINE (PWS)</p> <p>Throttle Body &amp; Motor Assembly (PN AT4Z-9E926-B)</p>			<p>Failure Mileage</p> <p>52920 ✓</p>	<p>Failure Speed</p> <p>45 ✓</p>	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
<p>Tire Make</p> <p>n/a</p>	<p>Tire Model (Name or Number)</p> <p>n/a</p>		<p>Tire Size (Example P215/65R15)</p> <p>n/a</p>		
<p>DOT No. (Example: DOTM9ABC036)</p>	<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location: n/a</p>			
<p>Tire Component Code</p> <p>n/a</p>		<p>Tire Failure Type: n/a</p>			
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
<p>Make: n/a</p>	<p>Date Manufactured: n/a</p>	<p>Model No./Name: n/a</p>			
<p>Seat Type: n/a</p>	<p>Installation System: n/a</p>				
<p>Child Seat Component Code: n/a</p>	<p>Failed Part: n/a</p>				
<p><b>APPLICABLE INCIDENT INFORMATION</b> <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)</i></p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p> <p>0</p>	<p>Number of Deaths</p> <p>0</p>	<p>Reported to Police</p> <p>N</p>	
<p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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).</p>					
<p>TL* THE CONTACT OWNS A 2012 FORD EXPLORER. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 45 MPH, THE ENGINE STALLED AND THE CHECK ENGINE WARNING INDICATOR ILLUMINATED. THE VEHICLE WAS ABLE TO RESTART AFTER THE INITIAL ATTEMPT. THE FAILURE RECCURED ON THREE OCCASIONS. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE THROTTLE BODY NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 52,920.</p>					
<p>The Vehicle WAS repaired Sep 18, 2015 because IT IS A SAFETY ISSUE at the nearest Ford Dealership to my residence. I was told by Ford Customer Service and the Dealer that my particular vehicle was not subject to any recall despite the fact there were similar issues on other Ford Models (including Explorer). I strongly recommend the DOT mandate Ford to Recall ALL Explorers for this issue. It is a "Fly by Wire" system and there is no failure mode that can be caused by the consumer, so it is obviously a Supplier issue. I was extremely fortunate (with a [REDACTED] year old passenger) to be able to pull over. If this had ocured on an Interstate at highway speeds (55-70 mph) - I would have most likely been run over as this issue had no early indication of failure.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <input checked="" type="checkbox"/> ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					
<p>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.</p>					



**VELDE FORD, INC.**  
 488 U.S. 1 HIGHWAY  
 VERO BEACH, FL 32962  
 TELEPHONE 772-569-3400  
 REGISTRATION NO. MV-00130



[http://www.arfc.org/complaints/2012/ford/explorer/power\\_train/problem.aspx](http://www.arfc.org/complaints/2012/ford/explorer/power_train/problem.aspx)

CUSTOMER NO. [REDACTED]	ADVISOR <b>WILLIAM ULMAN</b>	0805	TAG NO. 1416	INVOICE DATE 09/18/15	CELL: [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 52,920	COLOR GREY/	STOCK NO.
SEBASTIAN, FL [REDACTED]	YEAR / MAKE / MODEL 12/FORD TRUCK/EXPLORER/4DR FWD XLT			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 F M H K 7 D 8 4 C G [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 09/18/15	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE	COMMENTS			MILEAGE OUT MO: 52922

**TOTALS**

CHARGE ----- MC/VISA ----- CHECK ----- CASH  
 AMEX ----- DINERS ----- OTHER  
 \*\*\*\*\* QUICK LANE TIRE AND AUTO CENTER IS NOW OPEN \*\*\*\*\*  
 NEW, REMANUFACTURED AND NON OEM PARTS MAY BE USED IN CERTAIN  
 REPAIRS TO MEET AVAILABILITY AND COMPETITIVE PRICING DEMANDS  
 THANK YOU !!!  
 WE APPRECIATE YOUR BUSINESS WITH US. WE ARE COMMITTED  
 TO PROVIDING YOU WITH THE SERVICE YOU NEED TO KEEP YOUR  
 VEHICLE OPERATING PROPERLY. FORD MOTOR COMPANY MAY SEND  
 A SURVEY TO YOU ABOUT THE SERVICE WE PERFORMED. IF YOU  
 HAVE ANY QUESTIONS OR CONCERNS PRIOR TO FILLING IT OUT  
 PLEASE CALL YOUR SERVICE ADVISOR.  
 ASK YOUR SERVICE ADVISOR ABOUT OWNER ADVANTAGE REWARDS  
 FOR DISCOUNTS AND SPECIAL BONUSES.

TOTAL LABOR.....	213.95
TOTAL PARTS.....	394.68
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	30.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	44.71
<b>TOTAL INVOICE \$</b>	<b>683.34</b>

**FOR YOUR CONVENIENCE**

**SERVICE & PARTS DEPT. HOURS**  
 MON - FRI 7:30 AM - 5:30 PM  
 SAT 8:00 AM - 2:00 PM

**BODY SHOP DEPT.**  
 MON - FRI 7:30 AM - 5:30 PM  
 QUICK LANE  
 MON - FRI 7:00 AM - 7:00 PM  
 SAT 8:00 AM - 5:00 PM

WE APPRECIATE YOUR BUSINESS WITH US. WE ARE COMMITTED TO PROVIDING YOU WITH THE SERVICE YOU NEED TO KEEP YOUR VEHICLE OPERATING PROPERLY. FORD MOTOR COMPANY MAY SEND A SURVEY TO YOU ABOUT THE SERVICE WE PERFORMED. IF YOU HAVE ANY QUESTIONS OR CONCERNS PRIOR TO FILLING IT OUT PLEASE CALL YOUR SERVICE ADVISOR, CUSTOMER RELATIONS MANAGER, OR SERVICE MANAGER AT (772) 569-3400.

CUSTOMER SIGNATURE [REDACTED]

PLEASE GO TO THE HIGHLIGHTED LINK @ THE TOP OF THIS PAGE FOR OTHER FORD EXPLORER OWNERS WHO HAD THE SAME EXACT FAILURE.  
 HOW IS THIS NOT A SAFETY ISSUE

ALL PARTS NEW UNLESS OTHERWISE INDICATED.

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION.



772-299-0019

**VELDE FORD, INC.**  
 488 U.S. 1 HIGHWAY  
 VERO BEACH, FL 32962  
 TELEPHONE 772-569-3400  
 REGISTRATION NO. MV-00130



CELL : [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>WILLIAM ULMAN</b>	0805	TAG NO. 1416	INVOICE DATE 09/18/15	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 52,920	COLOR GREY/	STOCK NO.
SEBASTIAN, FL [REDACTED]	YEAR / MAKE / MODEL 12/FORD TRUCK/EXPLORER/4DR FWD XLT			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 F M H K 7 D 8 4 C G [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/18/15		
RE [REDACTED]	BUSINESS PHONE	COMMENTS			MILEAGE OUT MO: 52922

LABOR & PARTS					
J#	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
J# 1 79FOZ			QL REPAIRS CUSTOMER REQUEST CHECK AND ADVISE WRENCH LIGHT CAME ON AND THEN MIL LIGHT CAME ON VERIFIED CONCERN,EEC TEST DTC P2111,PINPOINT TESTS, CIRCUIT TESTS,DATALOGGER,REPLACED THROTTLE BODY,RESET KAM,CLEARED CODES AND RETESTED	TECH(S):4959 213.95	
PARTS	1	AT4Z-9E926-B	THROTTL 699086	394.68	
JOB # 1				JOB # 1 TOTAL PARTS	394.68
				JOB # 1 TOTAL LABOR & PARTS	608.63
J# 2 79FOZQ99P			MULTIPOINT INSP CUSTOMER COURTESY VEHICLE CHECK UP SEE SERVICE ADVISOR FOR MORE INFORMATION INSPECT AS PER CUSTOMER VEHICLE CHECK UP INSPECTION SHEET	TECH(S):4959 0.00	
PARTS				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00
J# 3 15FOZ			RECALL 15S11 INTERIOR DOOR HANDLE INSPECTION AND REPAIR INSPECTED AND INSTALLED REINFORCEMENTS	TECH(S):4959 WARRANTY	
PARTS	1	DG1Z-9922666-AA	KIT - H 783590	WARRANTY	0.00
JOB # 3				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00
MISC					
JOB # A		SS	SHOP SUPPLIES		30.00
				TOTAL - MISC	30.00

FOR YOUR CONVENIENCE  
 SERVICE & PARTS DEPT. HOURS  
 MON - FRI 7:30 AM - 5:30 PM  
 SAT 8:00 AM - 2:00 PM  
 BODY SHOP DEPT.  
 MON - FRI 7:30 AM - 5:30 PM  
 QUICK LANE  
 MON - FRI 7:00 AM - 7:00 PM  
 SAT 8:00 AM - 5:00 PM

WE APPRECIATE YOUR  
 BUSINESS WITH US. WE  
 ARE COMMITTED TO  
 PROVIDING YOU WITH THE  
 SERVICE YOU NEED TO  
 KEEP YOUR VEHICLE  
 OPERATING PROPERLY.  
 FORD MOTOR COMPANY  
 MAY SEND A SURVEY TO  
 YOU ABOUT THE SERVICE  
 WE PERFORMED. IF YOU  
 HAVE ANY QUESTIONS  
 OR CONCERNS PRIOR TO  
 FILLING IT OUT PLEASE  
 CALL YOUR SERVICE  
 ADVISOR, CUSTOMER  
 RELATIONS MANAGER,  
 OR SERVICE MANAGER  
 AT (772) 569-3400.

ALL PARTS NEW  
 UNLESS OTHERWISE  
 INDICATED.

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION.

The Reynolds and Reynolds Company EPRINTNVE CC692489 Q (06/15)

ODA DISCIPLINE	INITIALS/DATE	8100-9
<p align="center"><b>Autopilot Certification Test Plan: VB-2546 Rev B</b></p> <p align="center"><b>IF THIS REPORT DOES NOT APPLY TO YOU, N/A &amp; DATE THE ROUTING SLIP.</b></p> <p align="center">IF THIS REPORT APPLIES TO YOU, INITIAL &amp; DATE THE ROUTING SLIP, THEN:  FOR NEW REPORTS: YOUR NAME WILL BE ADDED TO COVER PAGE FOR SIGNATURE.  FOR REVISIONS: SIGN &amp; DATE LOG OF REVISIONS PAGE.</p> <p align="center">CHECK 8100-9 BLOCK (Y/N); COMPLETE 8100-9 IF REQUIRED.</p>		
STRUCTURES		
POWERPLANT		
MACHANICAL SYSTEMS		
AVIONICS/ELECTRICAL		
FLIGHT TEST		
FLIGHT ANALYST		

**From:** [Abbew, Margaret CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: FW: NHTSA: Follow up to ODI Complaint: ---10765028----  
**Date:** Friday, October 23, 2015 12:14:49 PM  
**Attachments:** [image001.png](#)  
[10765028 Response Oct 23, 2015.pdf](#)

---

**From:** Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)  
**Sent:** Friday, October 23, 2015 10:13 AM  
**To:** Abbew, Margaret CTR (NHTSA)  
**Subject:** FW: FW: NHTSA: Follow up to ODI Complaint: ---10765028----

---

**From:** [REDACTED]  
**Sent:** Friday, October 23, 2015 9:49 AM  
**To:** DataQuality, DataQuality (NHTSA)  
**Subject:** FW: FW: NHTSA: Follow up to ODI Complaint: ---10765028----

To Whom it may concern

Attached is my response to the VOQ (Ref No. 10765028)

I strongly recommend that this be elevated to a Recall by Ford. This has been a safety issue on other Ford Models for the same failure.



[REDACTED]  
Aircraft Certification | Lead Inspection ODA Unit Member

P: [REDACTED] | F: [REDACTED]  
Piper Aircraft Inc., [REDACTED] Vero Beach, FL [REDACTED]

**Confidentiality Note:** The information contained in this document is legally privileged confidential information intended only for the entity to which it was sent. Any dissemination, distribution, or copy of this document, in whole or in part, is strictly prohibited without prior written authorization by Piper Aircraft, Inc.

---

**From:** [shakita.shaw.ctr@dot.gov](mailto:shakita.shaw.ctr@dot.gov) [<mailto:shakita.shaw.ctr@dot.gov>] **On Behalf Of** [EVOO@dot.gov](mailto:EVOO@dot.gov)  
**Sent:** Wednesday, October 21, 2015 1:45 PM  
**To:** [REDACTED]  
**Subject:** FW: FW: NHTSA: Follow up to ODI Complaint: ---10765028----

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](tel:(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

