



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

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: 29-DEC-2017
MAR 01 2018
Repository
Reference No. 11057331

OWNER INFORMATION (Type or Print)

Name: [REDACTED] Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Address: [REDACTED] Evening Telephone Number: [REDACTED]
City: BELGRADE State: NE 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: 1FMEU53E88U [REDACTED]
Make: FORD Model: EXPLORER Model Year: 2008
Date Purchased: November Dealer's Name and Telephone Number: Diesel Fremont NE
Original Owner: Dealer's City: Fremont NE State: NE Zip Code: ?
Transmission Type: Automatic Antilock Brakes Powertrain: Multiple Failure: Incident Date(s): 28-DEC-2017
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 BRAKES (PWS) Failure Mileage: 55000 Failure Speed: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTM19ABC036): [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
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: [REDACTED] Number of Deaths: [REDACTED] 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 2008 FORD EXPLORER. WHILE DRIVING VARIOUS SPEEDS AND ATTEMPTING TO STOP, THE BRAKE PEDAL WAS DEPRESSED AND TRAVELED TO THE FLOORBOARD. THE BRAKES EVENTUALLY STOPPED THE VEHICLE, THERE WERE NO WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE BRAKE PEDAL FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE LOCAL DEALER WAS NOT CONTACTED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 55,000.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

One Time I had hardly no brakes and next times I would have brakes but not like they should be like they were sponge brakes one times I ~~passed~~phused down & they went all the way to the floor board

ATTACH ADDITIONAL SHEETS IF NECESSARY

Sharron Moore
46289 State Highway 52
Belgrade, NE 68623

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

OMAHA NE 680

30 JAN 2018 P 10

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

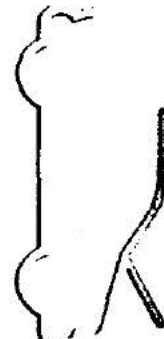
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



**If so:
Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

TSB : IMPROVED BRAKE PE...

TSB	+ IMPROVED BRAKE PEDAL FEEL AND FIRMNESS - BUILT BEFORE 5/31/2008
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FORD: 2006-2008 Explorer
2007-2008 Explorer Sport Trac
MERCURY: 2006-2008 Mountaineer

This article supersedes TSB 08-2-8 to update the part list and add a production fix date.

ISSUE:

Some 2006-2008 Explorer, Mountaineer, and 2007-2008 Sport Trac vehicles built before 5/31/2008 may experience customer concerns with brake pedal feel or firmness.

ACTION:

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Bleed the brake system using the anti-lock brake system (ABS) hydraulic control unit (HCU) bleeding procedure found in Workshop Manual (WSM), Section 206-00.
 - a. If the brake bleeding procedure resolves the concern, do not continue with this TSB and return the vehicle to the customer.
 - b. If the brake bleeding procedure does not resolve the customer concern, replace the brake pedal assembly.
2. Remove brake pedal assembly, Refer to WSM Section 206-06.
3. Install updated brake pedal assembly.

PART NUMBER	PART NAME
8L2Z-2455-B	Fixed Brake Pedal
8L2Z-2C434-E	Adjust Pedal (Non-Memory)
8L2Z-2C434-F	Adjust Pedal (Memory)

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

IMPORTANT: Warranty coverage limits/policies are not altered by a TSB. Warranty coverage limits are determined by the identified causal part.

OPERATION	DESCRIPTION	TIME
090106A	2006-2008 Explorer/Mountaineer, 2007-2008 Explorer Sport Trac: Bleed The Brake System (Do Not Use With 2000A)	0.7 Hr.
090106B	2006-2008 Explorer/Mountaineer, 2007-2008 Explorer Sport Trac: Bleed The Brake System, Replace The Brake Pedal Assembly (Do Not Use With 2000A, 13480A, 9816A8)	1.8 Hrs.

DEALER CODING

BASIC PART NO.	CONDITION CODE
2455	42

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determines Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

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Invoice #

JACOBS SERVICE CENTER
P.O. BOX 45 - 303 2ND STREET
ST. PAUL, NE 68873
308-754-4448 1-888-879-5253

DATE
12-28-2017

LNAME
FNAME
ADRES:
CY/ST:BELGRADE, NE
TECH:BB MANAGER:BJ
NOTES:

HPHONE:
WPHONE:
ZIP:
PO NUMBER:
MANUF:

TAG:
YR:2008 MAKE:FORD
MODEL:SPORT TRAC
MILEAGE:55576
MOTOR:
VIN:1FMEU53E88U

PART#	DESCRIPTION	QTY	PRICE	DISC	TOTAL
DIAG	FOUND NO ISSUES WITH BRAKE HYDRAULIC SYSTEM. CHECKED BOOSTER	1.00	95.00	0	95.00
M	OPERATIONS AND CHECK VALVE OPERATION. CHECKED MASTER CYLINDER	0.00	0.00	0	0.00
M	BYPASS ALL CHECKED OUT OK.	0.00	0.00	0	0.00
M	THERE IS A TSB ABOUT BRAKE PEDAL FEEL AND AN UPDATED PART NUMBE	0.00	0.00	0	0.00
M	FOR THE PEDAL ASSEMBLY THAT WOULD SOLVE THE ISSUE.	0.00	0.00	0	0.00
TY	THANK YOU FOR THE OPPORTUNITY TO SERVE YOU!	0.00	0.00	0	0.00

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle for the purposes of testing and inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

Parts	0.00
Labor	95.00
Subtotal	95.00
NEBRASKA	0.00
EXEMPT	0.00

Total	95.00

Signature X _____

CASH/CK # 95.00

Invoice # [REDACTED]

JACOBS SERVICE CENTER
P.O. BOX 45 - 303 2ND STREET
ST. PAUL, NE 68873
308-754-4448 1-888-879-5253

DATE
1-08-2018

LNAME: [REDACTED] TAG: [REDACTED]
FNAME: [REDACTED] HPHONE: [REDACTED] YR: 2008 MAKE: FORD
ADRES: [REDACTED] WPHONE: [REDACTED] MODEL: SPORT TRAC
CY/ST: BELGRADE, NE ZIP: [REDACTED] MILEAGE: 55702
TECH: SS MANAGER: BJ PO NUMBER: MOTOR:
NOTES: MANUF: VIN: 1FMEU53E88U [REDACTED]

PART#	DESCRIPTION	QTY	PRICE	DISC	TOTAL
8L222455B	PEDAL ASY	1.00	154.90	0	154.90
RL	R&R PEDAL ASY	1.00	95.00	0	95.00
FRT	FREIGHT/HANDLING/SURCHARGE	1.00	3.60	0	3.60
TY	THANK YOU FOR THE OPPORTUNITY TO SERVE YOU!	0.00	0.00	0	0.00

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle for the purposes of testing and inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

Parts	154.90
Labor	98.60
Subtotal	253.50
NEBRASKA	10.30
EXEMPT	0.00
Total	263.80
CASH/CK #	263.80

Signature X _____