



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 21-AUG-2018 OCT 15 2018	Repository <input type="checkbox"/>
	Reference No. 11121216

OWNER INFORMATION (Type or Print)

Name		
Address		
City SANFORD	State NC	Zip Code

Daytime Telephone Number	E-mail Address
Evening Telephone Number	

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 1FMHK7D81CC	Make FORD	Model EXPLORER	Model Year 2012
Date Purchased 5/22/08	Dealer's Name and Telephone Number CROSSROADS FORD SANFORD, NC 27332	Engine: No: Cylinders 6	Fuel Type: GAS
Original Owner <input type="checkbox"/>	Dealer's City SANFORD	State NC	Zip Code 27332
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:
			Incident Date(s) 23-JUL-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 060000 ENGINE (PWS)	Failure Mileage 87362	Failure Speed 30
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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	Number of Deaths	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. WHILE DRIVING 30 MPH, THE VEHICLE STALLED, SHUT OFF, AND THE CHECK ENGINE INDICATOR ILLUMINATED. THE CONTACT STATED THAT THE FAILURE OCCURRED MULTIPLE TIMES. THE VEHICLE WAS TAKEN TO CROSSROADS FORD OF SANFORD (3251 NC-87, SANFORD, NC 27332, (888) 352-5045) WHERE THE CONTACT WAS INFORMED THAT THE THROTTLE BODY NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 87,362.

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.

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

BOUGHT VEHICLE USED FROM CROSSROADS FORD, SANFORD, NC ON 5/22/2018, original mileage at time of purchase on 5/22/18 was 87,340 miles and nothing indicated at time of purchase there was anything wrong with vehicle or powertrain per carfax report. When issue started was on way home from church and vehicle stalled out on a 6 lane highway - very dangerous!!! Had this happen with previous 2011e Ford Escape and throttle body was issue as well and was a recall item!

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



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



87 SOUTH
NC 27332
919-775-2221



MAILING ADDRESS
P.O. BOX 2069
WAKE FOREST, NC 27588
www.crossroadscars.com

CUSTOMER NO.	ADVISOR TRAVIS HOLDER	261	TAG NO.	349	INVOICE DATE	07/24/18
	LABOR RATE	LICENSE NO.	MILEAGE	89,073	COLOR	RED/
	YEAR / MAKE / MODEL			DELIVERY DATE		DELIVERY MILES
	12/FORD TRUCK/EXPLORER/4DR FWD XLT			05/22/18		87,36
	VEHICLE I.D. NO.			SELLING DEALER NO.		PRODUCTION DATE
	1 F M H K 7 D 8 1 C					
	F.T.E. NO.		P.O. NO.		R.O. DATE	
					07/24/18	
BUSINESS PHONE	COMMENTS					MO: 89C

TOTALS

WE APPRECIATE YOUR BUSINESS, AND WE HOPE THAT YOU WERE COMPLETELY SATISFIED WITH THE SERVICE WE PROVIDED. IF FOR ANY REASON YOU WERE NOT COMPLETELY SATISFIED PLEASE CALL ME PERSONALLY AT 919-352-3391. DOUG JANOFF, SERVICE MANAGER

CASH () CHECK () CHECK# ()
VISA () M/C () AMEX ()
CHARGE ()

TOTAL LABOR....	220.00
TOTAL PARTS....	94.14
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	22.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	23.53
TOTAL INVOICE \$	359.67

Service Charge. The Service Charge def... Dealer's overhead costs, including, but not limited... shop supplies, employee safety measures... training, and waste disposal and handling. Service Charge may include Dealer profit. Not transactions will cause Dealer to incur all of costs defrayed by the Service Charge. The Ser... Charge is not a government-required fee.

As part of our effort to provide a superior level... service to our customers, we would like y... authorization for this Dealership to contact you... order to ensure you are happy with your purch... keep you informed of new product offerings... promotions, remind you of necessary veh... maintenance or service, and for any other rea... we feel is necessary or appropriate. **UNLESS Y... CHECK THE BOX BELOW**, by signing this fo... you give this Dealership **PERMISSION** to con... you (either personally, via text messages or v... prerecorded telemarketing messages) at... telephone numbers (which may include wirel... phone numbers), fax number and/or e-r... address listed. This **AUTHORIZATION** allows u... better serve you in compliance with federal... state regulations and in no way is a conditio... receiving goods or services.

Please do not contact me as provided above

ARBITRATION REQUIRED BY THIS AGREEMENT
The parties agree that instead of litigation in a court, dispute, controversy, or claim arising out of or relat... the parts provided, service or repair of the subject n... vehicle or to this Agreement or to any other docume... agreement between the parties relating to the sul... motor vehicle shall be settled by binding arbitri... pursuant to the Uniform Arbitration Act in effect i... state and no more than thirty miles from the dealers... physical location, and shall be conducted by a si... arbitrator who shall also be licensed to practice la... the state the arbitration is to be held. Each party will... its own costs. Any award rendered by the arbitrator... be entered in any court having jurisdiction.

We are not responsible or liable for loss or damage... vehicle or articles left in vehicle in case of fire, if... vandalism, inclement weather or other cause bey... our control.

Customer agrees that this Agreement includes a... the terms and conditions on the front and back s... hereof, that this Agreement cancels and superse... any prior agreement including oral agreements, as of the date below comprises the entire agreem... between Customer and Dealer relating to th... repairs or other matters referred to on the fron... back side of this document.

X _____
Signature
Please see reverse side.

CUSTOMER SIGNATURE



The Reynolds and Reynolds Company BIRMINGHAM, CC718833 O (03/16)

payment receipt



CROSSROADS FORD LINE
3251 HWY 87 S
SMYRNA, NC 27152
919-715-2221

Sale

XXXXXXXXXX

AMEX

Entry Method: Chip

Total: \$ 359.67

07/24/18

17:29:10

Inv #:

Appr Code: 889714

Apprvd: OnLine

AMERICAN EXPRESS

AID:

TVR: 08 00 00 00 00

TSI: F8 00

Customer Copy

THANK YOU